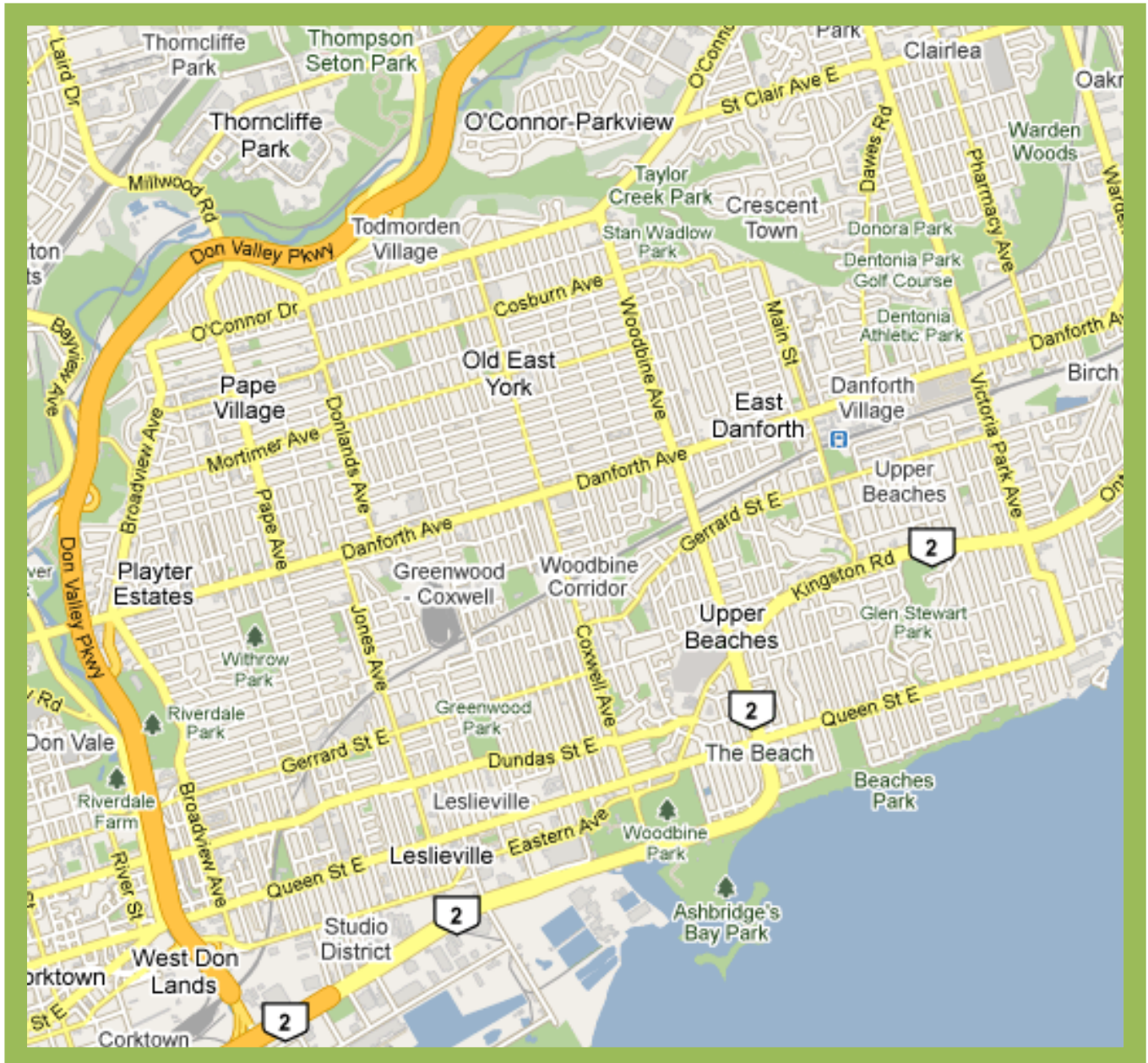


**Final Report**  
**Toronto East Local Immigration Partnership**  
**WoodGreen Community Services**  
September 2010



Citizenship and  
Immigration Canada

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Immigration Canada



WOODGREEN

Opportunity made here.



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**September 2010**

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The validity and substance of this report is a consequence of the input and participation of numerous individuals who represented local community agencies and public institutions, local community organizations and business improvement areas. These individuals attended numerous Partnership Council meetings, participated in a series of workshop sessions and/or offered their insights via the Community Forums. Their passion about the issues and their creativity in forging solutions makes this report a valuable guide for improving settlement services in East Toronto.

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# Final Report

## Toronto East Local Immigration Partnership

### EXECUTIVE SUMMARY

#### ***Background***

Citizenship and Immigration Canada has promoted local planning and implementation bodies that are to engage local stakeholders in a planning process to develop a local strategy for integrating newcomers.

Every Local Immigration Partnership (LIP) has the following goals:

- Improve access to, and coordination of, effective services that facilitate immigrant settlement and integration;
- Improve access to the labor market for immigrants;
- Strengthen local and regional awareness and capacity to integrate immigrants;
- Establish or enhance partnerships and participation of multiple stakeholders in planning, and coordinating the delivery of immigration services.

#### ***Toronto East LIP catchment area***

The Toronto East LIP area covers the eastern portion of the old City of Toronto and what was the City of East York. The physical boundaries of the Toronto East LIP are roughly Victoria Park Avenue in East, Lake Ontario in the South, the Don River Valley in the West and O'Connor Drive in the North. The area includes 11 City-defined neighbourhoods and was home to 151,430 people in 2006, of whom 41% were immigrants and 9% were newcomers (arrived in Canada in the five years before the census).

#### ***Toronto East LIP demographics***

While Toronto East, as a whole, has a proportion of immigrants slightly less than that for the City of Toronto, higher percentages of immigrants and newcomers are concentrated in four clusters that have distinct ethnic compositions. These clusters have incidences of low income higher than the average for the City of Toronto and much higher than the level found in the rest of Toronto East. The incidence of low income seems to be correlated to the occupations in which immigrants and newcomers find employment.

The three top regions of origin for newcomers settling in Toronto East are Southern Asia (35%), Eastern Asia (22%) and Europe (19%), however the proportions for each of these groups in the four clusters varies considerably.

#### ***Inventory of service delivery network***

As part of its work, the Toronto East LIP assembled a comprehensive inventory of services in the community, available as a separate document as well as on-line.

### ***Toronto East LIP process***

A Local Immigration Partnership represents both a process and a plan, the *process* of engaging local stakeholders in planning, and the development of a strategic *plan* that can guide the work of supporters of the plan. To meet these objectives, the Toronto East LIP relied on the following structures:

- The Toronto East LIP Partnership Council, the main organizing body for the LIP, providing strategic direction for its work, comprised of local partner service providers and organizations concerned with immigrant and newcomer issues;
- Toronto East LIP Workgroups, created to undertake the analysis and produce recommendations for the strategic plan;
- Toronto East LIP Community Forums, opportunities where newcomer residents could share their experiences and provide feedback on the proposed recommendations.

### ***Toronto East LIP Partnership Council***

The Partnership Council met monthly for the first six months and structured, guided and reviewed the work of the LIP. The Partnership Council also produced Terms of Reference to define its work and processes.

### ***Toronto East LIP Workgroups***

Toronto East LIP Workgroups were established for seven thematic areas:

- Outreach and information
- Navigating services
- Language learning
- Labour market outcomes
- Key support services
- Social network and community engagement
- Child care and child minding

Each workgroup clarified the issues under their themes, came to an understanding about learnings in this field, conceptualized broad desired outcomes and formulated implementation steps. These implementation steps are the foundation for the recommendations of this LIP. In addition, five of the workgroups that focused on a wide range of service issues produced substantive backgrounders that provided a context for the issues under review and outlined the elements contributing to a strategy and recommendations.

### ***Toronto East LIP Community Forums***

Seven Community Forums were held with a disparate mix of populations across the LIP area. As well, a session was held with several Business Improvement Area associations, which also was in the nature of a community forum, except that the audience was local businesses.



Community Forum participants strongly made the following points:

- The significant source of information was the informal, not the formal, system;
- High level of frustration with the formal services system;
- Extremely high level of frustration with barriers to employment, especially for the professionally-trained; great frustration with employment services;
- English language skills really determine the degree to which one can access services or gain employment;
- Need more opportunities to practice conversation and need to make the subject-matter of conversations relevant to their everyday lives; need more linkages between the language training classroom and the community, including employers;
- There is a very strong view that the information acquired about Canada prior to arrival is very misleading, particularly in relation to employment for professionals.

When asked about solutions, Community Forum participants made some of the following suggestions:

- Better coordination between different service providers
- Single day appointment with settlement and employment councillors to avoid multiple visits
- Develop partnership with informal networks to ensure the flow of information to newcomers
- Newcomers from the same native languages should not be allowed to sit in the same conversation group
- Government should provide financial assistance to those who are learning English language
- Language training while on job – newcomers will learn fast and get more benefit of it
- Regularization of immigration consultant by involving local CIC offices in different countries
- Increase the number of customer service representatives at CIC so that wait-times are more reasonable.

### ***Toronto East LIP meeting with Business Improvement Areas***

The meeting between the Toronto East LIP and three of the eight Business Improvement Areas resulted in the following list of potential initiatives to pursue:

- Recruit and place newcomers wishing to serve as volunteers:
  - to assist BIAs;
  - to assist businesses (including through job-shadowing and job mentoring opportunities);
  - to assist with community meetings, events and festivals;
  - to assist with the marketing of the neighbourhoods/businesses (design flyers and other marketing material);
- Provide customer service training for new and existing staff;
- Assist with advertising the businesses/neighbourhood through agency programs;



- Provide a central website with resumes of trained, employment ready people which businesses could access when looking for staff; businesses that are not online can call an agency staff person;
- Starting August 1<sup>st</sup>, provide wage subsidies for employment placements.

### ***Informal processes***

Throughout the work and deliberations of the Toronto East LIP, there was a constant need to acknowledge that the majority of newcomers do not rely on the formal system of service delivery. Consequently, this LIP made an effort to recognize and address two important informal processes:

- Informal settlement: Informal settlement refers to the various ways that newcomers manage their settlement process outside the formal service delivery system. This informal settlement process may involve reliance on a family member, a friend, a local community leader or a place of worship. Newcomers may end up using such informal processes for any number of reasons;
- Informal employment: Informal employment refers to employment outside of formal employment, namely wage-earning that is “off-the-books,” either through self-employment or under-the-table wage employment.

### ***Assessment of local service capacity***

The Toronto East LIP undertook a survey of service providers to acquire a more qualitative understanding of the range and depth of services available to newcomers in the LIP area.

The top three key support services provided in Toronto East are social and family support services, education and training services, and recreation. Two categories of underserved need are legal and financial assistance services.

In terms of the scope of services provided for immigrant groups, the survey revealed that there are few targeted employment programs for immigrants in the area (the re-organization of many of these services under Employment Ontario has meant a re-orientation of services toward full-suite services for all individuals seeking work). Targeted language programs are also missing.

### ***Deliberations regarding service coordination***

The Toronto East LIP Partnership Council engaged in higher level deliberations about the notion of service coordination, focussing on both the different functions their agencies carry out and the range of coordination that can be present. Members of the Partnership Council were asked to assess the current level of coordination across various functions and what level of coordination would they wish to see in place in the near future. The resulting observations arising from these deliberations were:

- That present levels of service coordination are low;
- That interest in future coordination is high;
- That agencies made distinct choices about the level of coordination they desired, depending on the function being discussed;

- That judgments about present and future coordination by the various agencies were quite consistent, indicating similar experiences and similar desires for the future.

### ***Recommendations***

The resulting recommendations of this report are organized by thematic area and coded according to the following features:

- Level of concern for the activity: Is this a matter that can be addressed locally or does it require advocacy/action at a system-wide level?
- Level of priority for the activity: Is this a high or low priority item?
- Implementation timeframe: Will this activity be undertaken in the short-, medium- or long-term?
- Implementation by: Will this activity require a lead agency? Will it require partner agencies? Is this an activity that will require participation by all Partnership Council organizations?
- Evaluation: An appropriate indicator(s) is suggested for each activity.

Together, the recommendations make up a preliminary action plan for the Toronto East LIP, to be acted upon in the next phase of this initiative.

## 1.0 INTRODUCTION

### 1.1 BACKGROUND TO LOCAL IMMIGRATION PARTNERSHIPS

The Canada-Ontario Immigration Agreement signed in November 2005 created the foundation for a strategic plan aimed at supporting the successful social and economic integration of immigrants in Ontario. The strategic plan sought to encourage strategies and actions which would promote the following long-term outcomes:

- Newcomers are welcomed and fully integrated into Canadian and Ontario communities;
- Newcomers are engaged and participate in all sectors of Ontario/Canadian society – economic, social, political and cultural;
- Ontario/Canadian society and communities benefit from the contribution of newcomers.

Consultations in support of the development of the strategic plan highlighted three main needs: employment, language training, and better information and guidance. Specifically, these needs were articulated as follows:

#### Employment needs:

- Better information prior to arrival;
- Guidance on how and where to find work in Canada;
- Timely professional and skills accreditation;
- Employers who value diversity in the workplace and recognize skills that newcomers bring.

#### Official language (English/French) proficiency needs:

- Effective language assessment both pre- and post-arrival;
- Accessible client-centered official language referral and training;
- Work-related language training.

#### Information and guidance, and initial orientation:

- Accurate, relevant, practical and accessible information, pre- and post arrival;
- Orientation to life in Canada.

#### Other needs identified during the consultations were:

- Opportunities to interact socially with Canadian residents and other newcomers;
- Emotional and social support;
- Sources for financial assistance and related tools;
- Affordable housing;
- Access to appropriate health care, including mental health services.

In order to facilitate the ability of local communities to achieve these objectives, the concept of Local Immigration Partnerships (LIPs) was proposed. LIPs are local planning and implementation bodies that

are to engage local stakeholders in a planning process to develop a local strategy for integrating newcomers. In particular, each LIP has the following goals:

- Improve access to, and coordination of, effective services that facilitate immigrant settlement and integration;
- Improve access to the labor market for immigrants;
- Strengthen local and regional awareness and capacity to integrate immigrants;
- Establish or enhance partnerships and participation of multiple stakeholders in planning, and coordinating the delivery of immigration services.

This report describes the activities, findings and recommended settlement plan for the Toronto East Local Immigration Partnership.

## 1.2 GEOGRAPHIC AND DEMOGRAPHIC PROFILE OF THE TORONTO EAST LIP AREA<sup>1</sup>

The Toronto East LIP area covers the eastern portion of the old City of Toronto and what was the City of East York. It comprises a variety of distinct and interesting neighbourhoods: Gerrard India Bazaar, Greek Town on Danforth, East Chinatown, Crescent Town, Secord, Lumsden, Massey Creek, the Pape Village, East Danforth, Leslieville and Riverdale, each with its own residential character and ethnic profile. Overall, the area's multicultural diversity closely follows that of the City of Toronto.

The physical boundaries of the Toronto East LIP are roughly Victoria Park Avenue in East, Lake Ontario in the South, the Don River Valley in the West and O'Connor Drive in the North. The area includes 11 City-defined neighbourhoods and was home to 151,430 people in 2006, of whom 41% were immigrants and 9% were newcomers (arrived in Canada in the five years before the census). 26% of area residents have a home language other than English or French. The top non-official home languages are: Chinese, Greek, Bengali, Urdu and Tagalog.

*Immigrants and newcomers* The percentages of newcomers among immigrants are the same in the City of Toronto and Toronto East at 21.6%. The three top regions of origin for newcomers settling in Toronto East and Toronto are:

### Toronto East

- Southern Asia at 35%
- Eastern Asia at 22%
- Europe 19%

### Toronto

- Southern Asia at 26%
- Eastern Asia at 22%
- Europe at 14%

---

<sup>1</sup> An expanded version of this section can be found in Appendix A to this report.

*Visible minorities* The top five visible minority groups as percentages of population are:

**Toronto East**

- Chinese at 13.8%
- South Asian at 9.8%
- Black at 5.0%
- Filipino at 2.9%
- Southeast Asian at 1.1%

**Toronto**

- South Asian at 12.0%
- Chinese at 11.4%
- Black at 8.4%
- Filipino at 4.1%
- Latin American at 2.6%

*Distinct clusters of immigrants and poverty.* When examining the geographic distribution of both the immigrant population and the incidence of low income, one finds that in Toronto East these demographic features are noticeably concentrated and correlated. This study identifies four such clusters, as highlighted in the map below:



These four clusters represent 44% of the Toronto East population yet 71% of newcomers in the area. Specific percentages and numbers for each cluster and for the rest of Toronto East are provided in the table below.

Percentage distribution						Population distribution					
	Broadview East York	Central Riverdale	Massey Creek	Crescent Town	Rest of Toronto East		Broadview East York	Central Riverdale	Massey Creek	Crescent Town	Rest of Toronto East
<b>Residents</b>	13.4	8.8	8.3	13.0	56.5	<b>Residents</b>	20,255	13,310	12,630	19,621	85,614
<b>Immigrants</b>	15.3	10.0	8.8	18.4	47.6	<b>Immigrants</b>	9,435	6,150	5,450	11,340	29,400
<b>Newcomers</b>	16.2	10.4	13.1	32.4	28.9	<b>Newcomers</b>	2,020	1,385	1,745	4,310	3,851

While Crescent Town accounts for one-fifth (18.4%) of all immigrants living in Toronto East, it is home to one-third (32.4%) of all newcomers, making it a major settlement landing destination.

Both the proportion of visible minorities and the incidence of low income families in these clusters are significantly higher than the rest of Toronto East. The tables below illustrate some notable contrasts:

	Broadview East York	Central Riverdale	Crescent Town	Massey Creek	Rest of Toronto East	Toronto
<b>All Immigrants in Population (%)</b>	47.1%	46.7%	<b>58.7%</b>	43.2%	35.0%	49.0%
• <b>Newcomers 2001-2006</b>	10.1%	10.5%	<b>22.3%</b>	13.8%	4.6%	10.7%
<b>Visible Minorities (%)</b>	26.6%	55.0%	<b>59.1%</b>	38.3%	32.7%	46.0%
<b>Home Language other than Eng/Fr</b>	29.6%	<b>37.3%</b>	36.9%	25.5%	21.3%	31.0%
<b>% Low Income Families</b>	25.5%	30.7%	<b>31.4%</b>	24.3%	16.6%	20.6%

*Languages and source countries.* Toronto East is a very diverse community, with over 100 languages spoken at home by immigrants coming from over 100 countries. Not only is the immigrant population highly clustered, but home languages as well as immigrant source countries show radical differences from one cluster to another.

<b>Clusters</b>	<b>Top 3 Source Countries-Newcomers</b>	<b>Top 3 Home Languages</b>
<b>Broadview East York</b>	<ul style="list-style-type: none"> <li>Albania (18%)</li> <li>Bulgaria (10%)</li> <li>Philippines (8%)</li> </ul>	<ul style="list-style-type: none"> <li>Greek (24%)</li> <li>Serbian (13%)</li> <li>Chinese (11%)</li> </ul>
<b>Central Riverdale</b>	<ul style="list-style-type: none"> <li>China (72%)</li> <li>Vietnam (4%)</li> <li>Pakistan (4%)</li> </ul>	<ul style="list-style-type: none"> <li>Chinese Languages (76%)</li> <li>Vietnamese (8%)</li> <li>Urdu (2%)</li> </ul>

<b>Crescent Town</b>	<ul style="list-style-type: none"> <li>▪ Bangladesh (27%)</li> <li>▪ Pakistan (19%)</li> <li>▪ China (10%)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Bengali (25%)</li> <li>▪ Chinese (19%)</li> <li>▪ Urdu (13%)</li> </ul>
<b>Massey Creek</b>	<ul style="list-style-type: none"> <li>▪ Pakistan (26%)</li> <li>▪ Bangladesh (22%)</li> <li>▪ Philippines (11%)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Urdu (15%)</li> <li>▪ Bengali (14%)</li> <li>▪ Greek (12%)</li> </ul>

Each cluster has a different mix and concentration of newcomers and, in some instances, a different immigrant base. Thus, Broadview-East York has a longstanding Greek immigrant base, while newcomers there come from other parts of the Balkans (Albania and Bulgaria). Central Riverdale is very heavily Chinese, Crescent Town has a prominent Bangladeshi community with a near comparable Pakistani population, and Massey Creek is the reverse, with a prominent Pakistani community and a near comparable Bangladeshi community (with a background Greek immigrant base).

*Family composition, seniors and living alone.* The structure of families in Toronto East continues to change. While the number of common-law families and lone parent families increased, married couple families experienced a decline between 2001 and 2006. Central Riverdale has the highest percentage of lone parents. One in every four families with children is a single parent family in this cluster. The number of people living alone is highest in Broadview-East York at 17% and lowest in Massey Creek at 11%. While seniors as a percentage of the total population in Toronto East remained the same at 12.3% for both 2001 and 2006, the proportion increased in Crescent Town and Broadview-East York and decreased in Massey Creek. The number of seniors living alone is also high in the area. Crescent Town has the highest percentage of seniors living alone at 34%; Central Riverdale has the lowest percentage at 28%.

*Mobility.* In terms of mobility rates, Crescent Town stands out. In any given year one in every five people is new to Crescent Town and over a period of five years, 54% of people have moved. Toronto, on the other hand, has a one-year mobility rate of 16% and a five-year mobility rate of 45%.

*Housing.* Not surprisingly, parallel to the high number of newcomers in the population and the high mobility rates,, Crescent Town has the highest percentage of renters at 67%. Moreover, according to the 2006 census, a significant majority (72%) of the households in Crescent Town live in high rise buildings. In Central Riverdale, on the other hand, the majority (51%) of the households live in apartment buildings that have fewer than five storeys.

*Income.* Income levels in the clusters are below the Toronto average. Crescent Town has the highest incidence of low income families and there is a familiar correlation between the percentage of newcomers and the percentage of low income families. This correlation exists independent of the percentage of university graduates.



*Employment, education and occupations.* Unemployment rates do not explain the incidence of low income families in the area. In the clusters where the number of immigrants is the highest, unemployment is not a big issue, but low employment income is. Some census tracts have very high levels of university graduates and high levels of incidence of low income families at the same time. By dividing occupations into clusters of higher level, middle-level and entry-level occupations, one can see higher proportions of individuals working in entry-level jobs in Crescent Town, which correlates with the higher incidence of low income in that community.

*Summary.* While Toronto East, as a whole, has a proportion of immigrants slightly less than that for the City of Toronto, higher percentages of immigrants and newcomers are concentrated in four clusters that have distinct ethnic compositions. These clusters have incidences of low income higher than the average for the City of Toronto and much higher than the level found in the rest of Toronto East. The incidence of low income seems to be correlated to the occupations in which immigrants and newcomers find employment.

### **1.3 OVERVIEW AND DESCRIPTION OF SERVICE DELIVERY NETWORK RELATED TO NEWCOMERS IN TORONTO EAST**

In order to assess whether service needs are being met or to propose ways to coordinate service delivery, it was necessary to map what services actually existed in the LIP area. The net was cast widely – the list of services was not limited to those exclusive to newcomers or to those most relevant to newcomers. In effect, the list was as complete a catalogue of all community services located in the LIP area as it was possible to collect. In order to ensure that the list was manageable, it was largely limited to those services located in the LIP area, recognizing that some services located outside the LIP area nevertheless serve residents living in the LIP area.

The complete list is attached as an Appendix to this report.<sup>2</sup> The list is organized according to the following categories:

#### Listings and maps

- Community agencies;
- Employment services;
- Settlement services;
- Government and legal services;
- Children, family and caregiver services;
- Language learning;
- Libraries;
- Business Improvement Areas (local business associations);

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<sup>2</sup> See Appendix D to this report.

- Emergency services (fire stations, Toronto Police Division stations, hospitals, Ambulance Stations);
- Health care services (Community Health Centres; hospitals; walk-in clinics; other health services);
- Community and recreation centres;
- Social housing;
- Subsidized housing;
- Community space (a list of spaces accessible to the community for meetings or events).

#### Listings only

- Places of worship;
- Schools (public and separate only, not private);
- Social and Community Networks (tenant groups; resident/neighbourhood groups; ethno-cultural groups; community organizations);
- Other community resources (food banks; banks; clothing banks; thrift stores; furniture banks; playgrounds; parks);
- Media.

Adding up the entries for a number of the categories suggests an organizational density for a healthy community and a rich fabric of community resources and assets:

- 51 community agencies;
- 9 Toronto Public Libraries;
- 23 Community and Recreation Centres;
- 63 Schools;
- 87 Places of worship;
- 9 Business Improvement Areas;
- 44 Social Housing organizations (co-ops, supportive housing, long term care, etc.);
- 40 Subsidized Housing Developments (TCHC) (a Community can refer to one building or a cluster of buildings, some of which are a few family homes; others may be a collection of rental buildings).

When these various services are actually mapped geographically, an obvious gap emerges in Broadview-East York, the northern part of the LIP area, from Broadview to Victoria Park and from Danforth to O'Connor. This area, although mostly comprised of long term residents and homeowners, contains a section across Cosburn and Gamble Avenues where there are a large number of apartment rentals. Given its convenient access to public transit and major highways, many newcomers have settled in this area. Community agencies from surrounding neighbourhoods are delivering programs using borrowed spaces in schools and churches due to a lack of facilities. Besides a library, a small community centre and a few child care programs, there are virtually no community agencies located in this area.

In addition, besides two seniors' residences, two homes for young moms, two co-ops and two homeless shelters, this area otherwise does not contain any subsidized housing units. This may explain why historically community agencies did not settle here, preferring to locate near assisted-housing communities where there might be a higher demand for programs and services. The lack of viable community space north of Danforth has created a concentration of agencies along Danforth Avenue.

The East End Network (based out of the Ralph Thornton Centre) and working mainly in Ward 30 (bounded by Danforth, Coxwell/Greenwood, Lake Ontario and the Don Valley) is the only existing network of agencies working in this area. The network meets regularly to update each other on activities, events and new projects and programs. Close to one dozen local agencies actively participate.

The more active agency network in the Toronto East LIP is the Crescent Town, now re-named Taylor Massey, Neighbourhood Action Partnership table (NAPT). It also meets monthly and has several focused working groups. The NAPT is chaired and supported by City staff.

A review of the services being provided by these various agencies and other resources can be found in 4.2 Review of local services.

## **1.4 TORONTO EAST LIP PROCESS**

A Local Immigration Partnership represents both a process and a plan, the *process* of engaging local stakeholders in planning, and the development of a strategic *plan* that can guide the work of supporters of the plan. Thirteen lead agencies have established LIPs for the neighbourhoods of Toronto (as well as one city-wide LIP). WoodGreen Community Services was awarded the contract to manage the LIP for the eastern area of the old City of Toronto.

To undertake the LIP activities, WoodGreen contracted five individuals and made available a WoodGreen manager to oversee the process. While these individuals were on contract to WoodGreen, their role was to support the LIP process, which was to be made up of a number of stakeholders including WoodGreen.

The proposed activities and expected deliverables for a LIP included a Partnership Council, a multi-stakeholder body that would oversee and guide the work of the LIP. As the work of the Toronto East LIP unfolded, two other processes were created to ensure the LIP met its objectives: Workgroups and Community Forums. Each of these three activities is described below.

### **1.4.1 Toronto East LIP Partnership Council**

A LIP Partnership Council is the main organizing body for a LIP, providing strategic direction for its work. It is comprised of local partner service providers and organizations concerned with immigrant and newcomer issues. Its primary functions are:

- To provide structure to the process, overseeing a workplan for the LIP and ensuring that procedures are in place to manage the work;
- To ensure accountability, to partners, the community and the funder (CIC); and
- To guide the development of a plan that is practical and relevant to local circumstances.

In the case of the Toronto East LIP, the Partnership Council was initially made up of those organizations that supported the initial application by WoodGreen, and then grew as the LIP activities gained momentum. The Partnership Council met monthly for the first six months of the first Phase of the LIP's work through January to June 2010, and then reviewed and commented on this draft report via e-mail before its submission to CIC.

In addition, the Partnership Council undertook the following activities:

- Developed Terms of Reference for the Partnership Council;<sup>3</sup>
- Provided advice and reaction to the on-going work of the LIP, in terms of identifying and prioritizing issues and in developing effective and inclusive processes for deliberation;
- Identified other priority settlement issues requiring attention, notably the experience of settlement outside the formal service sector, the informal employment experience and the significant barrier posed by the lack of affordable child care;
- Assisted in structuring the Workgroups that developed the content for the proposed plan;
- Reviewed and commented on research (both demographic analysis and literature reviews) undertaken in support of the work of this LIP;
- Contributed to the mapping of services in the local area;
- Participated in a quantitative and qualitative survey of relevant local social services;
- Assisted in structuring the community forums;
- Deliberated with respect to appropriate forms of service delivery collaboration.

#### **1.4.2 Toronto East LIP Workgroups**

While the Partnership Council is the higher level body that directs and reviews the product of the LIP processes, workgroups were created to concentrate on undertaking the analysis and producing recommendations for the strategic plan. Workgroups were developed for a number of themes, and each workgroup clarified the issues under their themes, came to an understanding about learnings in this field, conceptualized broad desired outcomes and formulated implementation steps.

Workgroups were made up of representatives of not only Partnership Council agencies but also other organizations, from community groups and faith groups to services such as the police. Chairs for each workgroup were selected from among the participants and LIP staff provided secretariat support (preparing background materials and writing up the deliberations of the workgroup following each meeting). Most workgroups met three times, proceeding through the following stages:

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<sup>3</sup> The final Terms of Reference and a list of signatory organizations can be found in Appendix C to this report.

Phase I: Clarifying the issues – do we understand the problem fully? How do we articulate it?

What further information do we require? What are the key barriers that newcomers face? How have they been addressing/resolving this issue? How do we apply an asset-based approach that best makes use of the strengths and abilities of newcomers and of the community in which they are settling?

Phase II: Identifying potential solutions – What would “success” look like? What would be required to make success happen? What do we know from best practices or experiences from elsewhere about how to address this issue?

Phase III: Itemizing a strategy – What would it take to make “success” happen locally? Who needs to be involved? What steps would be required? Who should take the lead? What funding may be required and where might that be accessed? What are realistic timeframes for what is being proposed? Are there opportunities for small, early successes?

**Initially six workgroups were identified:**

- 1) Outreach and Information: Ensuring newcomers are aware of and have access to relevant information about settlement and services;
- 2) Navigating Services: Assessing needs, determining eligibility for services, making referrals, helping newcomers navigate the system;
- 3) Language Learning: Providing access to language training in different contexts;
- 4) Labour Market Outcomes: Access to skills development and employment services;
- 5) Key Support Services: Access to appropriate related services (housing, child care, health, child-minding, transportation, etc.);
- 6) Social Network and Community engagement: Supporting newcomers in their social engagement efforts, engaging communities in ensuring the full participation of newcomers and assisting the processes of settlement and employment outside the formal system.

In addition, a seventh workgroup was created and met for one meeting to focus on the issue of child care and childminding.

Each workgroup worked according to a common set of principles:

*An approach to all activities that is asset-based, client-focused, and outcome oriented.*

*Activities, initiatives and services that are accessible, inclusive, culturally-sensitive, respectful and effective*

*A network of services and assistance that is collaborative, innovative and efficient, linking up services to ensure that they are coordinated, holistic and provide a continuum of support*

Each group also paid specific attention to the individualized needs of particular populations, such as youth, women, seniors, minorities within the majority of an immigrant source country, gays and lesbians, and so on.

### 1.4.3 Toronto East LIP Community Forums

In addition to engaging service providers and organizations linked to newcomers, there was a strong desire to include directly the voices of newcomers in the process. However, there was a great concern not to engage in typical consultation, where the target population is asked to explain a challenge or barrier that has been endlessly documented in previous consultations, so that participants are relegated to repeating the same stories with little result. The Toronto East Partnership Council decided to hold a series of Community Forums after the workgroups had completed their tasks, so that there could be some opportunity to “test” some of the recommendations with newcomer residents. This is not to say that newcomers were not given a chance to articulate their frustrations or share their experiences, for indeed it was necessary to ensure that newcomers had that opportunity. Rather the consultations were structured in such a way that a venting of frustrations led to deliberations about appropriate policy and program responses.

#### **Newcomers’ Stories: #1 – Airport Arrival**

*These stories were conveyed by newcomers attending the Toronto East LIP Community Forums. They add a human dimension to the policy issues being discussed in this report.*

Newcomer women from Turkey and from Russia complained how extremely difficult it was to find information upon arrival after a long flight. Being tired, not knowing where to go made them feel quite panicky. On arrival they were expecting information at the airport about accommodation but there were no such information. They had no idea where to go or where to start. Eventually they ended up in a hotel which was very costly. Embarking on the search for accommodation proved to be a difficult process. Landlords asked about where they worked and their credit rating, and wanted a criminal check and a guarantor. As newcomers they did not yet have jobs and they did not know what a credit rating was. As for a criminal check, CIC had already done a criminal check before they were allowed into the country – why did that not suffice?

Participants in the forums felt that a wrong impression was given about the arrival and settlement process. They arrive with big dreams but also a sense that the journey will not prove to be so difficult.

Participants felt that some sort of help should be available at the airport to properly guide newcomers, that newcomers be provided with some documents or letters offering assurance to landlords, including about such issues as a criminal check.

Community Forums were held with a disparate mix of populations across the LIP area:

- Greenwood Secondary School, youth ESL training group;
- Toronto District School Board – Jones Avenue, adult ESL group;

- Taylor Massey Neighbourhood – Action for Neighbourhood Change, Crescent Town community;
- Donlands Parent Drop-in, caregivers;
- Eastview Community Centre, Horn of Africa newcomers;
- WoodGreen Sisters in Action program, Muslim women;
- Madina Masjid Mosque, Muslim newcomers.

As well, a session was held with several Business Improvement Area associations, which also was in the nature of a community forum, except that the audience was local businesses.

## 1.5 SETTLEMENT PATHWAYS

In considering the appropriate framework for services directed at newcomers, it is not enough to map what services exist, but also to map how newcomers typically experience the settlement process. In this section we aim to portray the likely sequence of steps that most newcomers would take in establishing their roots in Canada. These pathways have been developed for two significantly different categories of newcomers, namely Economic Class and Refugee Claimants, and highlight that different issues need to be attended to during different phases of the settlement process, ranging from Arrival to the First Few Weeks, then the First Few Months and periods beyond that.

### **Newcomers' Stories: #2 – War-torn countries and documents**

One newcomer from a war-torn country raised the issue of documentation. He had applied for university, submitting his original education credentials, but was informed that he had to submit certified credentials from the issuing institution in his home country.

The next year he spent approximately \$1000 to obtain these credentials from his original educational institution. While that institution confirmed that certified copies had been sent, the Canadian university never received anything and a second year was lost.

In the third year, the newcomer was able to secure delivery of these certified documents from his home country directly to him. On presenting them to the Canadian university, he was told that these documents could only be transferred university to university and they were rejected.

This individual felt there should be some exception made when documents need to be presented from a war-torn country and they are difficult to obtain or have verified.



Chart: 1

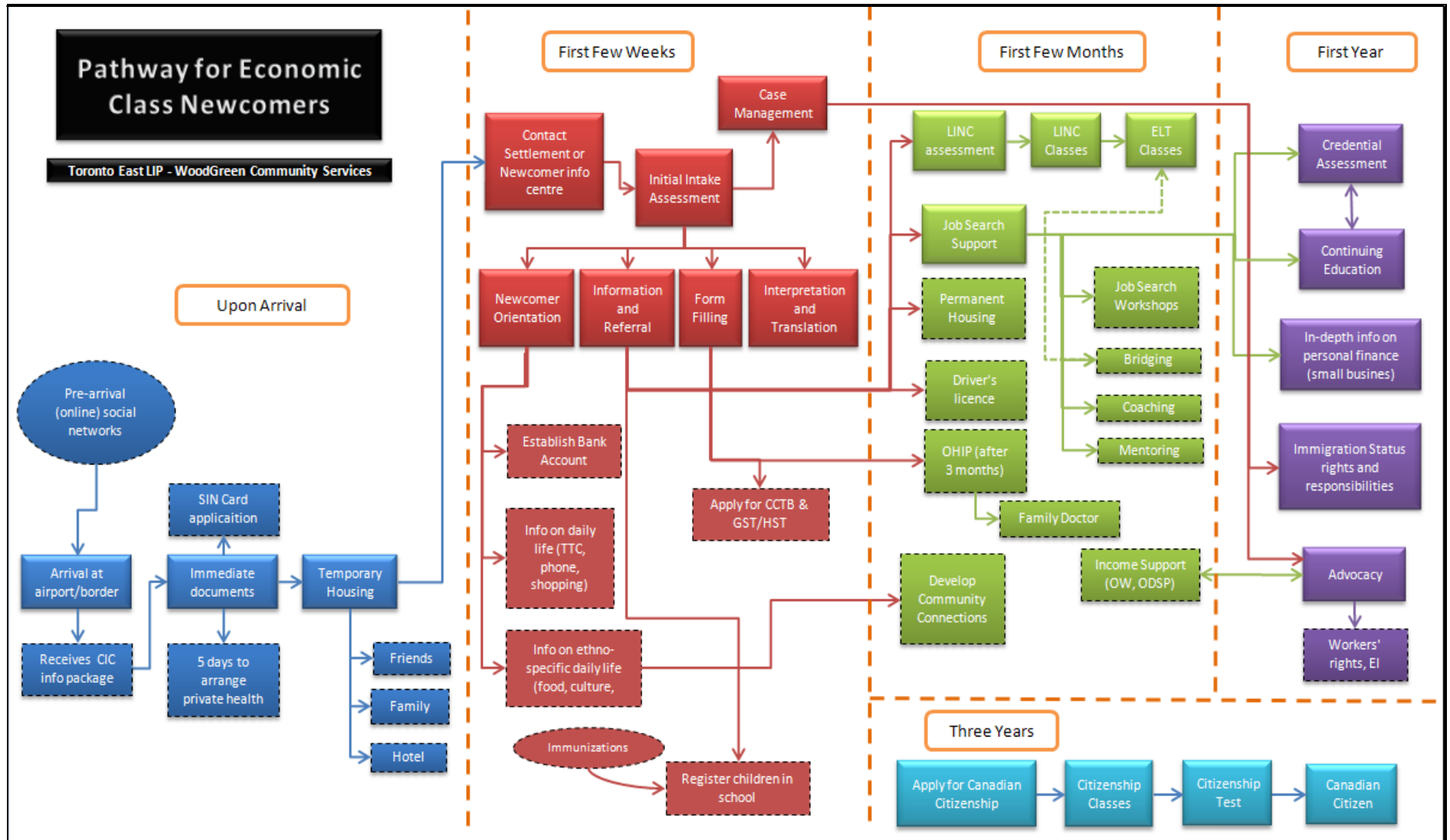
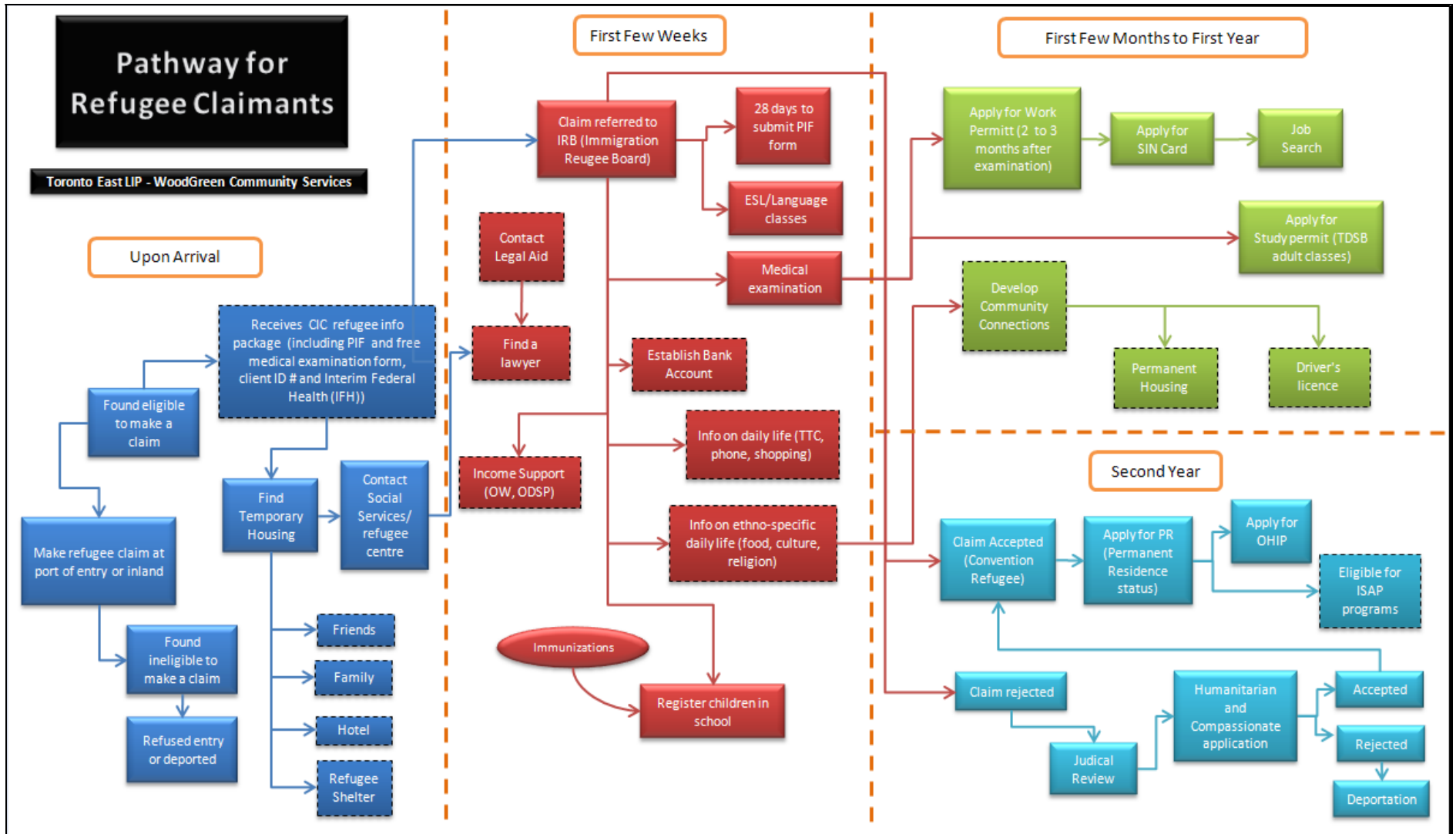


Chart: 2



The charts and timeframes are general and should be viewed as flexible enough to accommodate the variety and diversity of each individual case. Also, it needs to be acknowledged that different populations have differing abilities to access these services (for example, women, youth or seniors). Their barriers are not documented in these charts. Nevertheless, the point is to illustrate the complexity of the process, as well as offer a possible resource to assist settlement workers and newcomers to view the overall settlement process, activities and requirements to ensure that all necessary steps are taken. Each chart will be discussed in turn:

#### Economic Class Pathway for Newcomers

This pathway has been divided into five timeframes: Upon Arrival, First Few Weeks, First Few Months, First Year and Third Year. These timeframes indicate when significant activities need to occur for the settlement process to be smooth and successful.

Although the chart ends in the third year, when a newcomer is eligible to apply for citizenship, this does not suggest the settlement process ends in year three. Many newcomers spend several years establishing their new life here. However after Canadian Citizenship has been obtained, there are very few resources to assist with further settlement issues.

#### Refugee Claimant Pathway

This pathway has been divided into four timeframes: Upon Arrival, First Few Weeks, First Few Months to First Year and Second Year.

The pathway for Refugee Claimants is less flexible and involves more legal and administrative activities. Once a refugee claim is made (at port of entry or inland), an immigration officer decides whether the claim is even eligible to be considered. If the claim is eligible, the file is referred to the Immigration Refugee Board; the claimant is given an information package and is referred to a refugee shelter or social service agency. At this point the claimant needs to contact a refugee lawyer to ensure that all forms are submitted on time and that process is followed correctly.

#### **Newcomers' Stories: #3 – Aircraft engineer**

A trained and certified aircraft engineer arrived in Canada as a Government Assisted Refugee. Although he was very grateful for the support and help from the government to start a new life here, he was never able to work in his profession as an aircraft engineer. The assistance he received from the government did not include any information about how to resume his career. He did not know the path he had to take to get to his goals. He knocked on all the doors he could think of, he went to the airport, he went to the colleges, he went to airlines and to aircraft manufacturers but he had no luck. Transport Canada would not give him a license to practice. He supported his family and sent his children to school by working as a taxi driver. His children are all graduated

Until refugees obtain a work permit, which may take several months, claimants receive social assistance to support their daily living expenses. It may take several years for a Refugee Claim to be accepted or refused.

## **1.6 A COMMENT ON NEWCOMER INTEGRATION OUTSIDE OF THE FORMAL SETTLEMENT SERVICE SYSTEM**

The LIP process is intended to focus on improving the system of service delivery to newcomers. Implicit in this goal is a focus on the “formal” system of service delivery, that is, those services mandated and funded through governments and largely delivered through public institutions and community agencies. Many reports show that the majority of newcomers do not use the formal services available to them for their settlement process. Certainly a portion of these newcomers may not require such services. But a large number either do not know about these services or rely on family members and friends to point them in the right direction or, having had some contact with the formal system, decide that they cannot get what they need through these services and seek alternate avenues of assistance. If a LIP process is to improve the settlement process in its area, it seemed incumbent on us to come to grips with these “informal” processes and ensure that a settlement plan acknowledges and incorporates this reality. This subsection outlines this LIP’s understanding of the “informal” reality, what we have termed “informal” settlement and “informal” employment.

### **1.6.1 Informal settlement**

Informal settlement refers to the various ways that newcomers manage their settlement process outside the formal service delivery system. This informal settlement process may involve reliance on a family member, a friend, a local community leader or a place of worship. Newcomers may end up using such informal processes for any number of reasons: lack of knowledge about the formal system, inability to distinguish between formal and informal resources, inability to navigate an unfamiliar formal system (consider the pathways illustrated in 1.5 Settlement Pathways), distrust of the formal system, dissatisfaction with the formal system, over-confidence in the capacity of the informal processes and/or cultural, religious, language and gender barriers that make it difficult to use the formal system.

#### **Newcomers’ Stories: #4 – Immigration consultants**

Several participants in the Community Forums, namely professionally trained doctors and engineers, mentioned the regular advertisements in the local newspapers of their home country about the life, opportunities and benefits of immigrating to Canada. These ads are attractive and tempting for immigrants. They spent a lot of money getting the immigration process underway. Immigration consultants portray Canada like a life in heaven while immigration authorities don’t tell anything about actual life here.

The reality is different here but there is no way one can get the real information. These individuals spend a lot of time and a lot of money back home to get these degrees, often investing five to seven years in their studies. They come here with big dreams but are unable to find a job in their field.

The formal system prides itself on its access to accurate information and structured programs to assist the newcomer. However, language and literacy difficulties and cultural barriers may make the formal system less accessible by newcomers than is obvious to formal service providers. As well, especially in the early stages of settlement, some newcomers may gravitate to those resources they feel more comfortable with, even when these resources are not the “experts” in the field. In addition, Canadian government authorities may appear intimidating to newcomers from countries where official structures are more oppressive, while community agencies may be seen as local “interpreters” of this official world.

### 1.6.2 Informal employment

Informal employment refers to employment outside of formal employment, namely wage-earning that is “off-the-books,” either through self-employment or under-the-table wage employment. While no attempt was made to document these practices, anecdotal evidence cited employers who provide a first job at below-market wages. Newcomers often accept these positions outside the formal system because they both access a survival income and acquire the necessary Canadian experience that can support a subsequent application to a formal job with an employer. Informal self-employment, on the other hand, often entails preparing goods or services in their home and marketing them to their immediate community (see below, Box “Informal Self-employment: Some Examples”).

#### Informal Self-employment: Collected Examples

**Case 1:** A woman offers babysitting services to supplement her social assistance. She has a child of her own and also takes care of two babies. Her rate is \$2 per hour and she works 12 hours per day. Her income is \$1200 per month. Her husband does odd jobs. She also provides religious instruction and does clothes alteration. The children she babysits are from her community. The parents of these children are happy because they are learning their own language and culture from her.

**Case 2:** An older woman lives on her own. She teaches music, arts and dance. She also sews and alters women’s clothing. She makes plant decorations in her living room and veranda and sells them to individuals and at community fairs.

**Case 3:** A woman has set up a shop inside her two-bedroom apartment and sells clothes and imitation jewellery from her home country supplied by travellers and holiday goers. Her sister helps her from her home country. She recently had to scale down her shop after complaints were made to the Condo committee in her building.

**Case 4:** A woman runs her catering business from her apartment. Her husband is a chef in a restaurant. She also supplies food to single men not keen to do their own cooking. During the summer she caters weddings with her husband acting as an assistant. They rent basement space during that time and hire extra people.

**Case 5:** A woman runs her business from her one-bedroom apartment, supplying snacks to school students. She also provides catering for parties. Her husband is laid off from work and he helps her.

**Case 6:** This housewife prepares food and her husband, who is a taxi driver, delivers them.

Before one rushes to judge how many laws are being broken through recourse to the informal economy (from employment standards to minimum wage, from health and safety to income tax), some thought needs to be given to how newcomers come to this option. On applying to immigrate to Canada, they are often told of the opportunities they will find. Indeed, the acceptance of their application confirms their desirability to Canada, including their designation as professionals. When they arrive in Canada, they discover numerous barriers to their ability to practice in their proven career. The services available to assist them give them new hope, but over time disappointment and disenchantment sets in, as counselling and workshops and networking only results in their savings dwindling and their desperation growing. In most instances, they have done all that was requested of them, they have followed the formal rules and they have followed the formal advice. Their adoption of paths outside the formal system is not because they seek to avoid formal rules, but because following the formal system has led them nowhere.

## **2.0 RESEARCH AND DELIBERATIONS**

### **2.1 OVERVIEW**

This section describes the background research which was undertaken to create a common evidence base for discussions undertaken in the Partnership Council and the various workgroups. As well, this section documents the initial framing of the issues and of potential strategies undertaken by the workgroups. These provide the context for the recommendations offered at the end of this report.

### **2.2 ASSESSMENT OF SERVICE CAPACITY**

In addition to listing and geographically mapping community services and resources, the Toronto East LIP undertook a survey of service providers to acquire a more qualitative understanding of the range and depth of services available to newcomers in the LIP area.

Of 45 agencies approached, 23 completed the survey.<sup>4</sup> The top three key support services provided in Toronto East are social and family support services (77.8%), education and training services (66.7%) and

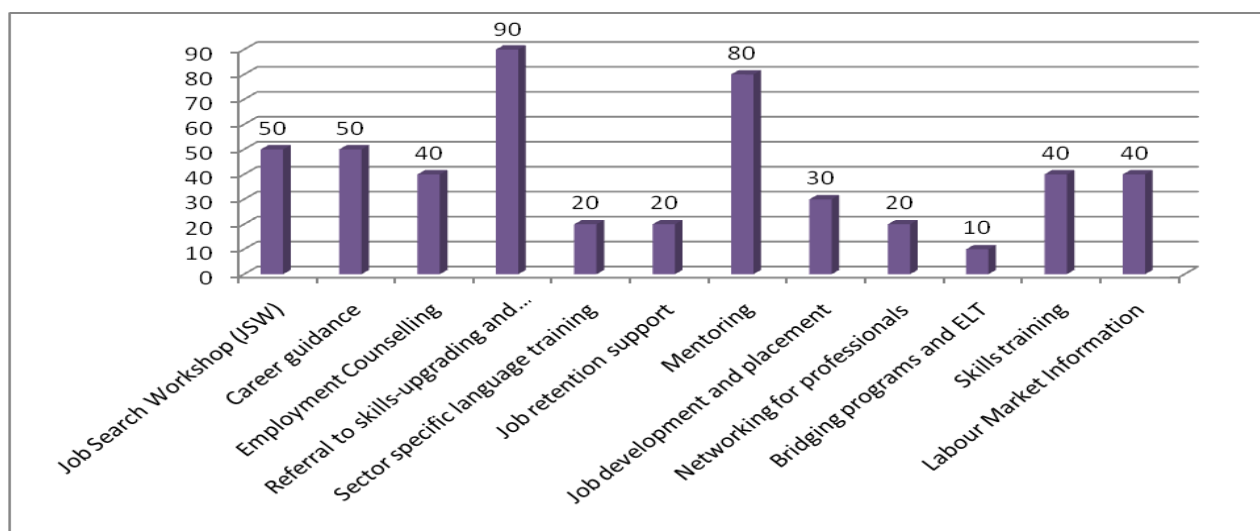
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<sup>4</sup> For the extended report on the results of the survey, see Appendix B to this report.

recreation (55.6%). Two categories of underserved need are legal and financial assistance services (only two organizations indicated that they provide these services). The number of immigrants using key support services annually in Toronto East was as high as 17,000 at one agency.

In terms of the scope of services provided for immigrant groups, the survey revealed that there are few targeted employment programs for immigrants in the area (the re-organization of many of these services under Employment Ontario has meant a re-orientation of services toward full-suite services for all individuals seeking work). Targeted language programs are also missing.

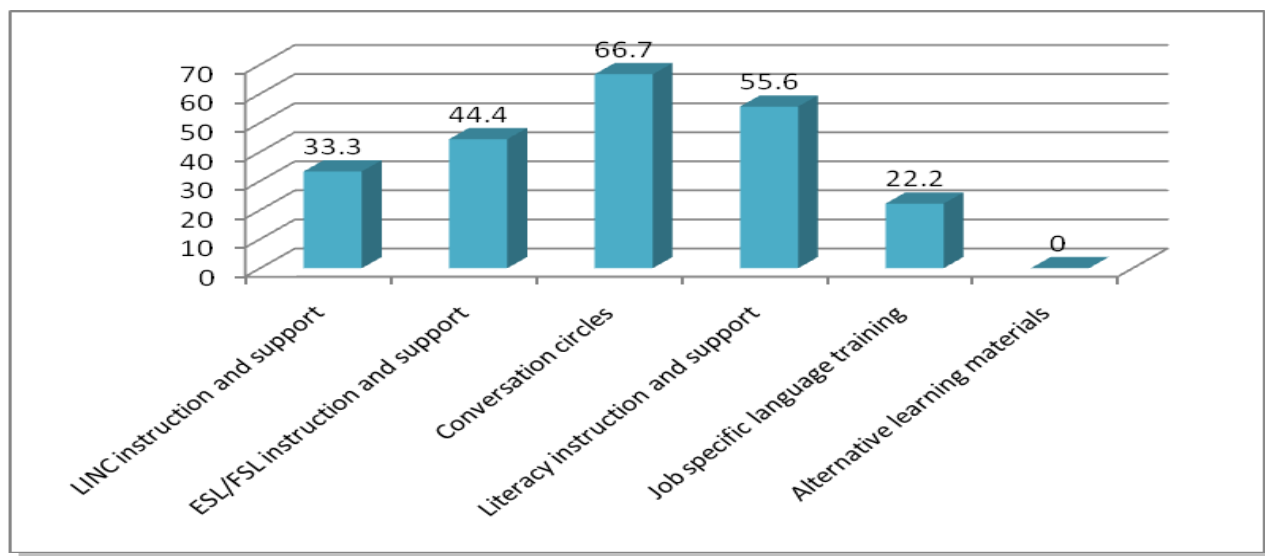
**Graph 1: Employment Services**



In the area of employment services, referral to skills-upgrading and certification programs as well as mentoring are the most common services available to newcomers. (The mentoring has most probably been interpreted by agencies as referring to general activities of guidance in addition to the Host program activities. This point needs to be examined further in any future survey.) There is an apparent gap, however, in Bridging and Enhanced Language Training programs, sector specific language training, networking for professionals and job retention support. Annually, as many as 4400 immigrants use employment services at one agency.

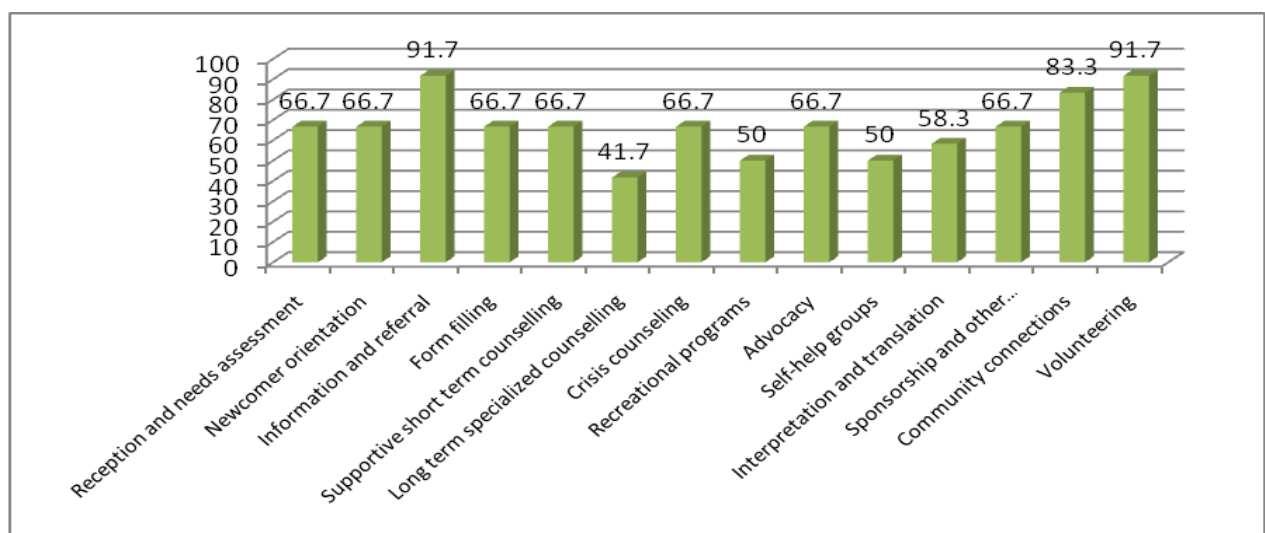


**Graph 2: Language Learning Services**



In language learning, job specific language training, once again, emerges as a high need area. What is striking though is the absence of alternative language learning materials, which signals the lack of flexibility in how language learning programs are delivered to newcomers.

**Graph 3: Settlement Services**



The top three settlement service areas are information and referral, volunteering and community connections. The service need is very high when it comes to long term specialized counselling. The range of immigrants visiting individual agencies providing settlement services is 1000 to 8500.

Thirty-seven percent of organizations report they have the capacity to meet service demands all of the time, while 50% of organizations feel that they have the full capacity to serve immigrants most of the time. 12.5 percent, on the other hand, feel that they have limited capacity to serve immigrants. Staff experience, staff time, core and logistical support are all significant barriers to serve immigrants with full capacity. Space does not seem to be a huge impediment to providing services to newcomers.

When it comes to service gaps, the survey has generated a long list:

- Employment- training/opportunities, job development, childcare and also employment support that targets the middle aged
- Services to non-newcomers
- Services for live-in-caregivers
- Coordination of settlement services and educational programming
- Community-led advocacy
- Navigating the System training
- Mental health services for newcomers
- Housing - lack of affordable housing
- Housing - tenants rights
- Services to address family violence amongst the newcomer groups
- Health care options
- Resources for outreach
- Services for newcomer women
- Language barriers/language support beyond LINC
- Daily life information and orientation for newcomers
- Recreational activities

The survey also highlighted that there are many organizations engaged in sharing space and staff with each others, doing joint programming and having partnerships. These collaborations include legal clinics, housing agencies, grassroots groups, schools, libraries, Early Years Centres, health care centres, senior serving agencies, youth serving agencies and the City of Toronto.

## 2.3 DELIBERATIONS REGARDING SERVICE COORDINATION

One of the prominent expectations embedded in the LIP mandate is the promotion of more service coordination, a goal arising out of CIC consultations and research. As a concept, service coordination is a regular feature of discussions in the community sector, whether mandated by funders for the sake of efficiency or promoted by community agencies seeking to serve their clients better. And while many of the Toronto East LIP workgroups identified service coordination as an issue and made recommendations on this topic, the Partnership Council felt it was important to begin with developing a shared understanding of service coordination at a broader conceptual level, namely what do we think we mean when we say service coordination and what *could* service coordination look like in Toronto East? To frame this discussion, several tools were developed.

Firstly, regardless of the service category (for example settlement services or employment services), service providers tend to perform similar functions, and so we catalogued what those functions were (see table below).

While in principle agencies may wish to coordinate or collaborate on employment services, for example, the nature of the coordination may differ depending on which aspect of employment services is being considered (for example, it may be easy to coordinate publicity among agencies as opposed to case management across agencies).

**Table 1: FUNCTIONS RELATED TO SERVICE DELIVERY**

Function	Explanation	Function	Explanation
1. Outreach	Active recruitment of clients	9. Proposal development for projects	Conceptualizing and writing a project funding proposal
2. Communications	Publicity through different media	10. Proposal development for programs	Conceptualizing and writing a program funding proposal
3. Information	Handouts; pamphlets; websites	11. Service delivery	Delivery of a specific service to a client
4. Intake	Gathering information about a client	12. Tracking	Keeping a record of where clients go (referral follow-up)
5. Assessment	Determining a client's needs, strengths, priorities, goals	13. Monitoring	Keeping a record of relevant statistics
6. Referral	Directing a client to other locations to meet a service need	14. Evaluation	Making assessments of a program based on outcomes
7. Case management	Developing and tracking strategies to address all issues	15. Research	Undertaking local inquiries, surveys and data analysis
8. Planning	Conducting research and analysis for future programs	16. Space	Physical space necessary to house a program or project

As well, there are degrees of coordination or collaboration. We created three main categories of coordination, and further subdivided each category into three sub-categories (see table below). This spectrum of coordination increases in intensity as one moves from left to right on the table, starting from awareness to what others are doing and ending in a full-blown service delivery consortium.

Combining these two tools, that is, the functions related to service delivery and the levels of service coordination, allowed us to consider the degree of coordination that would be desirable for each generic service delivery function. The Partnership Council then engaged in an exercise whereby each participant was asked, firstly, how they assessed the current level of coordination across these various functions and, secondly, what level of coordination would they wish to see in place in the near future.

**Table 2: LEVELS OF SERVICE COORDINATION**

COMMUNICATIONS			PLANNING & COOPERATION			COLLABORATION IN SERVICE DELIVERY		
Awareness	Intermittent communication	Formal communication	Cooperation	Coordination	Joint projects	Common “tools”	Joint service delivery	Consortium
Generally aware of what other organizations are doing; some referral of clients	Some communication with other agencies from time to time, usually when a funding proposal is due	Regular meetings to exchange information	<p>Mindful of what other agencies are doing and keep that in mind when planning programs</p> <p>Cooperation is informal, between individuals in agencies, not so much between the organizations themselves</p>	<p>Joint discussion and planning among agencies, but each agency still free to decide its own role</p> <p>Coordination is still between individuals, though typically formally sanctioned by their organization</p>	Joint ownership and delivery of limited projects, not programs	<p>Decision to use the same tools for delivering a service or program</p> <p>E.g.: common intake, common assessment, referral protocols, shared locations</p>	Formal links, defined in a plan or other document, among different programs between different agencies; programs each still owned separately by individual agencies	All agencies jointly own or direct a common vehicle for service delivery
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>

The results of this exercise can be found in Table No. 3: Summary of Coordination Assessment Exercise (below). The entries in red indicate the number of respondents who chose that level as the current stage of coordination on the part of their agency for that particular function. The entries in blue indicate, for the same function, the number of respondents who wished to see their agency operate at that chosen level of coordination.

**Key observations on the results:**

- Present levels of coordination are low: Currently, the level of coordination is at the very low end of the spectrum, in the majority of cases at the lowest end (awareness of what others are doing), and in only a few limited cases outside the category of Communications (the cluster of “1”s at the consortium level refer to one specific agency involved in one specific consortium);
- Interest in future coordination is high: On every function, agencies wish to see *more* coordination, and in many instances they would like to see *substantially more* coordination, so that on a nine-level spectrum the vote was typically for a move of four to five levels;
- Judgments about coordination desires are very nuanced: Agencies made distinct choices about the level of coordination they desired, depending on the function:
  - For a number of operational functions, they sought common tools, such as for outreach, assessments, referrals, case management and evaluations;
  - For a number of other functions that involved disseminating information (publicity and informing clients) or tracking results (tracking and monitoring) and for service delivery, they desired more formal joint discussion and planning;
  - For developing future programming, for undertaking specific projects (as opposed to programs) and for sharing space, they sought high levels of coordination (joint service delivery or a consortium);
  - On intake, agencies were more wary and simply sought regular meetings to discuss intake issues;
- Judgments about coordination are fairly consistent: The range of responses, both in terms of where agencies are and where they would like to be, are fairly clustered, suggesting that agencies are experiencing similar levels of coordination and have similar desires about coordination in the future, lending hope both to the validity of the results and to the viability of the proposed direction.

These results speak very positively to the common interest among partner agencies to pursue greater coordination in the delivery of services to newcomers in Toronto East.

Table 3: Summary of coordination assessment exercise, Partnership Council meeting, June 08, 2010

		Outreach		Communications		Information		Intake		Assessment		Referral		Case Management		Planning		Proposal projects		Proposal programs		Service delivery		Tracking		Monitoring		Evaluation		Research		Space	
		R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B	R	B
Communications	Awareness	7		5		10		4		6		7		4		2		4		4		4		7		6		6		4		3	
	Intermittent Communication	1				2		2		1		2		3		7		4		2		2		1		1				3		3	
	Formal Communication	1						6		1		1		2								2		2	1	1		1	1				
Planning & Cooperation	Cooperation			5								1				1						1				2				2		2	
	Coordination		1		4		7				2	1	4		3			1		1		1	5		5		7			1			
	Joint projects		1				4				1		1				1		1		4		2	1		2		2			6		5
Collaboration in services delivery	Common "tools"		3						1		5		4		5										2				7		1		
	Joint service delivery		2									1					2		1		1										1		5
	Consortium										1						1	7	1	4	1	2	1	1						1		1	

**Red: Where we are now**

**Blue: Where we would like to be**



## 2.4 SEVEN THEMATIC AREAS

Workgroups were organized around seven thematic areas.<sup>5</sup> Five of the workgroups followed a highly structured format: initially LIP staff prepared background documents that summarized what was commonly known about the topic and what was currently being done. Workgroup members reviewed these documents and contributed their knowledge and opinions, resulting in substantive revisions. These final background documents will be described in turn, because they provide very useful contexts for framing the recommendations that emerged. The backgrounders will refer to the thematic areas of:

- 1. Outreach and information**
- 2. Navigating services**
- 3. Language learning**
- 4. Labour market outcomes**
- 5. Key Support services**

In addition, two other workgroups tackled the issues of Social Networks and Community Engagement (with most of the discussions focused on settlement and employment activities outside the formal system) and child care. These workgroups followed a less formalized path and their deliberations will be reported without adherence to the same structure as the other workgroups.

All workgroups were directed to have regard for the following cross-cutting values and themes:

*An approach to all activities that is asset-based, client-focused, and outcome oriented.*

*Activities, initiatives and services that are accessible, inclusive, culturally-sensitive, respectful and effective*

*A network of services and assistance that is collaborative, innovative and efficient, linking up services to ensure that they are coordinated, holistic and provide a continuum of support*

The following two subsections outline firstly the context of what is known, then report on the deliberations that led to strategies and recommendations. The format will be as follows:

Context subsection:

What we know: A brief summary of research and studies on this topic

Challenges: A description of the challenges that newcomers face with regard to this topic

Assets: Some features that may contribute to resolving the challenges

What is currently being done: An overview of existing programs and projects

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<sup>5</sup> A list of participants for each of the workgroups is included in Appendix E to this report.

Observations arising from what currently is being done: An assessment of how these programs and projects are addressing these challenges

Best practices: What we know from the literature about what works best

Strategy subsection:

Description: A short description of the topic

Overall strategy statement: A preliminary goal statement

Priorities: Identification by workgroup of the key challenges that need to be addressed

Some strategy options: Some proposals put forward by LIP staff as a follow-up to the research and deliberations (these were provided for workgroup participants to react to as they formulated their recommendations)

Recommendations: Headings for the recommendations

(The reports on the workgroups focusing on Social Networks and Community Engagement and on child care will follow an abbreviated format.)

The full recommendations developed by each workgroup are collected in Section 3.0 Recommendations: Proposed Implementation Plan.

## 2.4.1 Context reports for workgroups

### WORKGROUP #1: OUTREACH AND INFORMATION

#### What we know

Evaluation of the Immigrant Settlement and Adaption Program and Consultations on the Settlement and Language Training Services Needs of Newcomers by CIC reveal that there is a lack of promotion that leads to a lack of awareness of settlement services among immigrants. In spite of the abundance of information offered on-line, through informal as well as formal social networks, the need for better information and guidance remains a priority for immigrants. Research also indicates that there are significant gaps in newcomers' understanding of the practicalities of getting settled. An overall lack of awareness of settlement services and a deficiency in the flow of the information from settlement service providers are major challenges for newcomers. A disconnect between the information available and the information needs of newcomers has to be addressed so that newcomers can make informed settlement decisions.

#### Challenges

- Lack of awareness of settlement services among newcomers
- Need to overcome barriers that inhibit newcomers from accessing information
- Information available through other channels can be incomplete or inaccurate
- Need to get target customized information to different populations, as well as time the information for different stages of settlement
- Funding that is based on "head counts" means that client may be counted but may be seeking information from the wrong agency

#### Assets

- A number of agencies in the area are already implementing their own outreach strategy
- Highly skilled and knowledgeable newcomers well equipped to find settlement related information
- Existence of various informal support networks providing settlement information
- Willingness of community organizations, both formal and informal, to work together

#### What currently is being done

- Each agency conducts their own outreach/marketing
- Each agency plans programs/services independently
- Some pre-arrival information about immigration to Canada is misleading/inaccurate

#### Observations arising from what currently is being done

- Duplication of programs/services in same community to same target audience

- If agencies planned together – more newcomers could be supported
- Newcomers are frustrated by misleading/inaccurate information

### **Best practices**

Services are based on reliable, accurate and up-to-date information. Reliability is assured by:

- Keeping information up-to-date
- Using social research
- Exchanging information

Newcomer orientation that is:

- Tailored to meet the information needs of individual newcomers' situation
- Culturally specific
- Available in different languages and through a variety of delivery mechanisms and formats

Outreach strategy that:

- Is well-planned, detailed and comprehensive
- Targets those who might benefit
- Addresses barriers faced by newcomers with limited resources
- Builds on collaboration with community partners including informal settlement service providers

Collaboration among agencies

- Funded, shared outreach responsibilities including door to door, flyers, visiting community events, meetings, info sharing among agency staff
- Funded partnership building initiative among agencies
- Include schools as a means to disseminate information
- Minimize overlapping services

## WORKGROUP #2: NAVIGATING SERVICES

### What we know

According to evaluations and consultations conducted by CIC, only 48% of immigrants in Ontario confirmed that ISAP services are appropriate given the needs of newcomers. Also, many key informants indicated that there is a service gap between what is currently offered and what should be offered based on the changing profile of newcomers. Studies also confirm that services are not being used effectively by newcomers largely because “learning where to go for what” is difficult for newcomers, who encounter a confusing, fragmented service sector. Newcomers feel like they are being shuffled around from one service provider to the next, spending precious time looking for vital information, rather than receiving actual services. Effective use of services starts with an effective needs assessment. One size fits all approach to needs assessment leads to the service gap between what is currently offered and what newcomers want. Frequently, what newcomers identify as their needs and challenges is different from how funders and service providers think about these needs and challenges. The workgroup has defined this as the main issue resulting in a long list of unmet needs. Further, any meaningful needs assessment should be comprehensive and holistic, taking strengths, priorities and goals of clients and differentiation of needs among various communities, as well as within communities, into account.

### Challenges

- Eligibility criteria restrictions: Funders have one definition for eligibility criteria, newcomers, however, have needs outside the scope of such criteria
- System driven vs. client-driven priorities: A fragmented funding system and different eligibility criteria results in a patchwork of services that cannot be customized to need
- Competitive vs. collaborative environment: Agencies are sometimes reluctant to refer clients to other agencies because of loss of client and thus funding
- Lack of consistent follow-up mechanism for referrals
- Lack of culturally sensitive and linguistically appropriate services and service delivery structure
- Waiting times for external referrals can sometimes be long
- An overall lack of information about clients

### Assets

- Existence of various informal support networks providing a referral service
- Willingness of the community to help each other
- Recognition of importance of community leaders in newcomer settlement and willingness of agencies to work together with community leaders

<b>What currently is being done</b> <ul style="list-style-type: none"> <li>• Information and insights about clients, service gaps and capacities of service providers has been increasing substantially</li> <li>• Various initiatives are improving access: settlement workers at LINC schools and off-site settlement services through partnerships with other agencies</li> <li>• City of Toronto's Neighbourhood Action partnerships encourage relationship building among service providers</li> </ul>	
<b>Observations arising from what currently is being done</b> Both service providers and funders agree that for a successful settlement experience, it is crucial for community agencies to work together to coordinate their services to facilitate the effective use of services by newcomers	
<b>Best practices</b>	
<u>Needs assessment:</u> <ul style="list-style-type: none"> <li>• Beginning as early as possible, optimally overseas</li> <li>• Adopting stages approach to needs assessment, matching stages of immigration with priorities and needs of clients</li> <li>• Including basic settlement needs assessment, informational needs assessment, language and other skills assessments</li> <li>• Undertaking an individual assessment for each client of needs, expectations, strengths, goals and priorities</li> <li>• Being seen as a process driven by relationship building</li> <li>• Considering the needs and priorities of newcomer communities and the host society</li> <li>• Involving newcomers in needs assessments</li> <li>• Ongoing assessment of whether services continue to meet needs</li> <li>• Listening to clients and communities served</li> <li>• Responding to the particular needs of refugees (recognition of differences, changing needs)</li> <li>• Incorporating flexibility into programs, in order to allow them to adapt to changing needs</li> </ul>	<u>Referrals:</u> <ul style="list-style-type: none"> <li>• Built-in follow-up</li> <li>• Built upon strength based approach- providing clients with necessary tools and Empowering them to navigate the system successfully</li> <li>• Avoiding clients repeating their stories multiple times</li> <li>• Reassuring service users why they are being referred</li> <li>• Making sure that all available resources and experience are taken into account</li> <li>• Promoting culture of sharing by developing relationships between organizations that Build on strengths of each</li> <li>• Communicating regularly with others and creating networking, case conferencing and Meeting opportunities for front line workers</li> <li>• Providing opportunities for community problem solving</li> </ul>

### WORKGROUP #3: LANGUAGE LEARNING

#### What we know

Lack of language proficiency is a critical challenge for newcomers, impacting all other challenges by impeding their ability to: obtain employment, undertake education or training, seek information and services, interact with other Canadians, understand life in Canada and generally live independently. To help these immigrants learn English, numerous bodies (governments, schools, and other private and community organizations) provide an array of ESL/LINC programs for adults. However, many studies cite significant gaps in language instruction service delivery. For example, only 20 percent of newcomers participate in the LINC program, although a vast number of immigrants participate in ESL. Consultations conducted by CIC concluded that there are six primary needs under the language theme: providing information in a variety of languages and formats, providing opportunities for newcomers to achieve a higher degree of language proficiency before arriving in Canada, improving the manner in which language skills are assessed, improving access to language programs, ensuring that language programs are efficient and relevant to the learner and making a stronger link between language training and employment.

#### Challenges

- Accessibility: Some of the barriers – family obligations, location, transportation, childcare issues, confusion about appropriate level of instruction.
- Eligibility: Citizens and refugee claimants are not eligible for LINC (so women may delay classes to raise children, then find they are no longer eligible).
- Quality: Inconsistency in terms of the quality of education has been noted by many language students.
- Curriculum: The link between newcomer orientation to Canadian society and language learning should be strengthened.
- Assessment: Many students are unhappy with the CLBA as they feel it fails to provide an accurate reflection of their English language competency.
- Special needs groups: Separate classes for elderly immigrants, youth and women, if they so choose, should be offered to accommodate different needs.
- Funding structure: Despite different English language programs, because of the funding structure newcomers cannot take these classes concurrently.

#### Assets

- Existence of many ESL/LINC classes resulting in greater flexibility in Toronto East.
- Abundance of community organizations/groups offering conversational English classes.
- Community members speaking many different languages and supporting each other.
- Colleges offering academic ESL.

- Availability of terminology classes offered by various private colleges.
- Funding of special vocational language programs such as ELT (Enhanced Language Training) and OSLT (Occupation Specific Language Training).

#### **What currently is being done**

- CIC's recent strategic plan for settlement and language training has identified an enhanced language assessment system as a key priority.
- The Canada-Ontario Immigration Agreement (COIA) Language Training Working Group has made the following recommendations:  
A coordinated language assessment and referral system; language training in/for the workplace; self-directed and alternative learning models for language training; overall coordination of the two language training systems for newcomers in Ontario
- Ontario government has funded Specialized Language Training Pilot Projects.
- A new joint provincial/federal pilot project called Centralized Language Assessment and Referral Service (CLARS) for both LINC and ESL will soon start
- LINC has also piloted a computer-based youth one-on-one tutoring program.

#### **Observations arising from what currently is being done**

These recommendations and initiatives stated above show the awareness by government of the issues related to ESL program. Although this is a step in the right direction, there is not much information on the details of the implementation stage.

#### **Best practices**

- Equitable access for all who are in need of ESL programming regardless of age, length of time in Canada and immigration status
- A thorough and consistent assessment process for all ESL students
- More advanced and in-depth language training
- Literacy and Basic Skills (LBS) in the workplace training
- Placement that reflects ESL students' potential
- Smaller class sizes and greater flexibility
- Higher levels of learner participation in all aspects of the curriculum from the choice of subject matter to appropriate approaches to teaching/learning
- More opportunities to practice conversation skills and work related language training



## WORKGROUP #4: LABOUR MARKET OUTCOMES

### What we know

Compared to Canadian-born labour force, newcomers have:

Higher levels of unemployment; higher levels of working in occupations for which they are over-qualified; outcomes that vary by gender (women do worse); outcomes that vary by country of birth; lower incomes, which do rise over time, but the trajectory of income increases is falling with each wave of newcomers

Three prevalent phenomena: *Glass ceiling*—limited access to high wage jobs; *Glass door*—limited access to employment at high-wage firms; *Sticky floor*—disadvantaged workers are crowded into very low-wage jobs with very limited opportunity for advancement

### Challenges

For everyone: No Canadian work experience, no Canadian work references, no recognition of foreign work experience; possible language barrier; for many, limited local work-related networks; limited knowledge of Canadian labour market dynamics and job search skills; systemic discrimination; poor outcomes contribute to mental health issues; getting access to accurate information before emigrating; challenges for those new to the labour force

For internationally trained professionals: Limited recognition of foreign credentials; challenges for those re-credentialed; possible vocational language barrier; limited familiarity with the business culture of Canadian workplaces; desperation leads to survival jobs that are dead-ends, and existing skills lose currency; occupation for which they are qualified may be practiced differently in Canada

For women: Child care significant barrier; gender bias in training, more emphasis on occupations dominated by men; for some, overcoming cultural barriers to women working; somewhat fewer females than males have prior work experience; those that don't have much higher unemployment rate

For the less qualified: Concern about quality of private colleges; need for more language and communications training; need more computer/technology skills; need for more job maintenance support; desperation leads to contingent, casual work and sub-standard work conditions

### Assets

High levels of educational attainment among newcomers; resourcefulness and courage of newcomers; different work ethic; international experience of newcomers relevant for globalized firms; newcomers provide access and insight to an increasingly diverse local market; growing knowledge base and sensitivity about labour market challenges facing newcomers; increasing number of employers participating in mentorship and internship programs for newcomers; for some ethnic groups, established networks of earlier immigrants assist in access to employment.

**What currently is being done**

- Citizenship and Immigration Canada supports language instruction for newcomers to Canada (LINC), enhanced language training (ELT) that is job specific, job search workshops (JSW) and Host Mentorships
- Ontario Ministry of Citizenship and Immigration assists with specialized language training and bridge training programs which support newcomers to get their licence or certificate in their profession or trade;
- Employment Ontario has moved from specialty services to “full-suite” service centres; Toronto Employment and Social Services provides employment resource centres for everyone, as well as employment counselling for individuals on social assistance;
- Credential evaluation services and Prior Learning Assessment and Recognition provide assessments of credentials and prior experiences
- Toronto Region Immigrant Employment Council (TRIEC) promotes awareness and programs targeting employers about newcomers
- Large number of community agencies in Toronto that have extensive experience providing employment services to immigrants and newcomers

**Observations arising from what currently is being done**

- A lot of effort has been put into understanding and addressing the challenges faced by internationally trained professionals; local efforts should focus on connecting individuals to these services and programs
- There exists a vast array of job search resources – need to ensure that individuals are aware of and connected with these
- The range of services and programs remains fragmented and it is difficult to know who does what and where to go
- There exist appropriate resources that describe the labour market dynamic – how to look for work, how to access resources, descriptions of education, training and career pathways (far less information on how to choose the right path)

**Best practices**

- Better quality labour market information
- Credential and skills assessments
- Gaining Canadian experience and familiarity with Canadian workplace culture through volunteering, workshops, internships, trial hiring
- Better coordination between pre-employment and employment services
- Developing contacts through networking and mentorships
- Career laddering approaches to provide transitions out of dead-end jobs
- Understanding employers’ needs and customizing employment programs to meet labour market demand
- Ensuring that employers understand newcomers’ skills

## WORKGROUP #5: KEY SUPPORT SERVICES

### What we know

- Important to focus on the needs and priorities of the client/family as a whole
- Case management approach is most effective – one person to manage all aspects of the process
- A more integrated holistic approach which engages the entire family and community resources is needed
- Healthy communities are responsive to changing community needs and offer a range of relevant services in a cohesive and planned manner
- Successful service integration can result in better use of resources and more positive impacts at the community level

### Challenges

- Cost of individual/family case management support is high
- Liaising with various professionals and agencies is time consuming and can be difficult
- Basic needs need to be met first – these can be the most difficult (housing, child care) due to lack of availability
- Accompaniment, a most effect support for clients, is costly and time-consuming

### Assets

- Cost of individual/family case management support is high
- Liaising with various professionals and agencies is time consuming and can be difficult
- Basic needs need to be met first – these can be the most difficult (housing, child care) due to lack of availability
- Accompaniment, a most effect support for clients, is costly and time-consuming

### What currently is being done

- Information and referral given to newcomers – no case management or accompaniment except for government assisted refugees
- Newcomers expected to navigate services with minimal support

### Observations arising from what currently is being done

- Without follow-up, recommendations, appointments are not always adhered to
- Newcomers rely heavily on friends and family for recommendations and referrals - information is not always accurate

### Best practices

- Citizenship and Immigration Canada Resettlement Assistance Program – case management support for up to one year
- United Way community hubs ('one stop shopping' for newcomer services)
- Patterned Model Shelter (transitional apartment units integrated into market apartment buildings)
- Community Health Centre (CHC) model (addresses all the social determinants of health including health care, community programs, nutrition, child care/child development, pre-post natal programs etc)
- LIHN (coordinating health care in a geographic area)

## WORKGROUP #6: SOCIAL NETWORK AND COMMUNITY ENGAGEMENT

### What we know

- Little recognition and understanding of the importance and dynamics of the informal sector experience in the newcomer settlement process
- Newcomers do not always understand the difference between the formal and informal sectors
- Disappointment and frustration, particularly with recent to gaining quality employment, typically leads newcomers to seek out informal sector options
- These frustrations also contribute to mental health issues and to domestic violence
- Newcomers have limited information about the available social networks in their neighbourhoods
- Access to social networks may be limited because of cultural, religious, language and gender barriers
- Social isolation of newcomer seniors and women, and social exclusion of youth, leading to anxiety and depression
- Communities do not feel welcoming if there appears to be a lack of trust in the talent of newcomers
- Lack of newcomer engagement in the decision-making process

### Women (including cultural specific groups)

- Limited child care is a barrier to women who seek education, employment or learn language
- Child minding and transportation facilities to those women who are attending LINC
- Women's isolation and low level of integration due to cultural and language barriers
- Religious and cultural values to avail services health (culturally appropriate health services and programs where women seeking only women doctor), LINC (to have separate language class), socialization and recreational (gathering, games and swimming pool etc.)
- Lack of information about rights and getting legal support or addressing domestic violence issues
- Limited counseling facilities to separated or abandoned women

### Seniors (including 40 plus seeking jobs, principal newcomer or seniors accompanying their children)

- Language is a major barrier to get employment or to avail services
- No computer skills or no access to internet
- No health education or exercise facilities in the community as per the specific need of seniors ( health issues including depression or stroke that cause due to isolation)

### Newcomers or recent immigrant (general)

- Home in a new country to live; a job and sustainable livelihoods, familiarization with a different society and culture, making network of friends and connections ; and learning new language
- Family sponsoring signing an undertaking of financial responsibility for 10 years that makes newcomers ineligible for social assistance

- Due to unrecognized credentials, newcomers are forced to accept any low paid job
- Integration of newcomers in non-native communities is sometime difficult, especially in a unwelcoming area; this leads to isolation, anxiety and depression
- Newcomer lack of knowledge about the Canadian education system and parents understanding their responsibilities regarding their participation in their children education
- Social networks difficult to access and takes time to engage in community affairs
- Lack of familiarity with the resources in the local community and of culturally appropriate services

### **Youth**

- No knowledge of recreational activities or ways of socializing with other youth
- Cultural and generation gaps for youth a few years after arriving
- Health and sex education to newly arrived kids in Canadian context (due to cultural norms)
- Limited opportunities for youth employment or youth development programs means youth at risk of drug and gang-related activities
- Youth get affected by parents' unemployment, domestic violence and other family issues
- Social isolation and racism toward youth may have a negative effect on youth mental health
- Lack of counsellors to address newcomer youth isolation and emotional needs

### **Refugees/LGBT**

- Limited engagement of marginalized newcomers (including LGBT) who might not normally be included through traditional routes
- Identifying issues faced by the newcomer is different from person to person: e.g. refugees fleeing prosecution, survivors of disasters, joining families or seeking better life (economic migrant)
- Delays in claimant decision, due to status issue, often means cannot avail health, education, employment. The two factors result in exploitation, depression and mental health
- Promote social inclusion of people without immigration status or the their affiliation with a particular group or community

### **Common to all groups**

- Limited understanding community resources e.g. libraries, recreations centre, gathering place
- Language and cultural barriers leads to alienation, loneliness, frustration; xenophobia and racism in a not welcoming community
- Mental health – for some cultural and communities mental health is not recognized as a problem
- Newcomers with disabilities – need for barrier-free access to settlement services

**Assets**

- Informal sector represents a substantial economy
- Informal sector is a source of survival jobs and first Canadian experience for newcomers
- All places of worship play a key role in providing information and in assisting newcomers with the settlement process
- Many newcomers communities have strong tradition of community development
- Most newcomer communities have strong social networks, often buttressed by religious ties, cultural and religious events, and widespread self-help and organizing skills

**WORKGROUP #7: CHILD CARE****Background**

At a broad level, need to constantly advocate for the need for more licensed child care spaces and more subsidized child care spaces, as the supply falls so far short of the demand.

At a local level, here is what we know:

- Severe shortage of subsidized child care spaces for those who need them; as a result, families rely on a variety of alternate arrangements, that include licensed and unlicensed home care, reliance on family members and reciprocal arrangements with other families;
- From the point of view of parents, these alternate arrangements may not always involve quality child care (that is, attention to early childhood development);
- From the point of view of providers of alternate childminding services, there is likely an interest in upgrading their skills, both for the sake of the job they are doing now, but also for the possibility of qualifying for employment in more formal settings.

## 2.4.2 Strategy reports for workgroups

### WORKGROUP #1: OUTREACH AND INFORMATION

**Description**

All services and activities related to:

- Outreach - increasing awareness of settlement services among newcomers who are not directly referred to the program
- Information - ensuring newcomers have access to timely, practical, relevant and accurate settlement related information

**Overall Strategy Statement**

Information is the key for a successful settlement. The goal for this activity stream is to ensure that newcomers in Toronto East have access to current, accurate, complete and individualized information about settlement and services available through a variety of delivery mechanisms.

**Priorities**

- Reach newcomers who are not accessing services
- Ensure community workers are properly trained and knowledgeable about available services
- Ensure newcomer/settlement information is accurate

**Some strategy options**

- Develop a more effective “Welcome” strategy that connects with newcomers at point of entry *and, to supplement that, in the local receiver community.*
- Address issue of immigration “consultants” in home countries who are distributing incorrect information
- Ensure settlement material is accurate and not misleading

**Recommendations**

1. Develop a Welcome Program
2. Facilitate Agency Collaboration
3. Optimize Funder Communication

## WORKGROUP #2: NAVIGATING SERVICES

### Description

All services and activities related to the effective use of services by newcomers including eligibility for services, assessing newcomers' needs, resources, strengths and barriers and referring newcomers to resources in the community related to their settlement needs, goals and plans.

### Overall Strategy Statement

The goal for this activity stream is to address the service gap between what is currently offered and what newcomers want through developing a comprehensive needs assessment and referral model.

### Priorities

- Identifying and addressing the barriers newcomers face in navigating the system as well as conducting a gap analysis of existing services
- Developing service coordination strategies to bridge the gaps and avoid duplication of services
- Tailoring services to suit newcomers' needs and strengths through a holistic and comprehensive initial and on-going needs assessment
- Developing a seamless referral process in Toronto East

### Some strategy options

- Developing a communication plan among community partners ensuring clear pathways to services for newcomers in Toronto East
- Enhancing the capacity of agencies to build strong partnerships ensuring strong linkages among the services
- Enhancing the capacity of agencies to conduct community research and utilize community mapping tools in Toronto East for appropriate referrals

### Recommendations

1. Facilitate Service Coordination Analysis by Front Line Workers
2. Facilitate Research Coordination
3. Facilitate Partnership Development at management level



### WORKGROUP #3: LANGUAGE LEARNING

<b>Description</b>
All services and activities related to language training and development of skills for interaction in a culturally diverse environment
<b>Overall Strategy Statement</b>
Newcomers have access to quality language training in Toronto East to support their full integration into the labour market, the local community and Canada.
<b>Priorities</b>
<ul style="list-style-type: none"><li>• Ensure that newcomers have timely access to quality language training.</li><li>• Address the barriers to language classes through expanded child-minding, transportation and class availability.</li><li>• Ensure that newcomers have language skills appropriate to the workplace.</li><li>• Provide consistent student assessment and placement.</li><li>• Build strong linkage between the language training and the development of an educational or career plan.</li><li>• Ensure that language learners have on site access to support services such as supportive counseling or counseling around mental health issues</li></ul>
<b>Some strategy options</b>
<ul style="list-style-type: none"><li>• Ensuring that a CLARS satellite assessment office will be available in Toronto East.</li><li>• Enhancing the capacity of agencies to support newcomers through developing different non-classroom learning tools.</li><li>• Using media more effectively, connecting with TVO or CBC to create educational programs (something like what BBC has done very successfully).</li><li>• Ensuring that “service descriptors” are worded very carefully, so that they are accurate, complete and relevant to the user.</li><li>• Making communication skills development a crucial part of language learning and supporting it with conversational and/or reading circles.</li><li>• Developing more opportunities for language learning for newcomers (e.g. having local coffee shops offer conversational circles).</li><li>• Promoting a flexible funding model, allowing local priorities to drive the funding.</li><li>• Creating a partnership among community agencies in Toronto East to manage an interactive online tool for English language learners in the community.</li></ul>
<b>Recommendations</b>
<ol style="list-style-type: none"><li>1. Expand the options for language learners through developing alternative learning tools such as DVDs, home study programs, interactive online resources and long-distance learning. Waiting time at upper level classes is longer. Delivery model should be changed to offer more evening classes.</li><li>2. Make communication skills development a crucial part of language learning by connecting with the community to develop more opportunities for language learning for newcomers such as contacting local coffee shops for offering conversational and/or reading circles.</li></ol>

## WORKGROUP #4: LABOUR MARKET OUTCOMES

### Description

All services and activities related to labour market outcomes, including: information; assessments; accessing services, supports and training; access to a job; advancement and career supports; workplace rights (health, safety, employment standards, human rights); self-employment.

### Overall Strategy Statement

That newcomers have improved labour market outcomes: access to employment services that assist them to navigate the labour market; access to paid work consistent with their education, skills and experience; ability to fashion a career, based on aptitudes, life goals and opportunities; ability to start their own business, with access to business advisory services and financing; local support for social enterprises and community economic development.

### Priorities

1. Provide newcomers with a thorough understanding of Canadian business culture in a way that helps them to adapt
2. Ensure that newcomers have language skills appropriate to the workplace
3. Engage local employers, not only for employment opportunities, but also for internships and mentorships
4. Manage the multi-faceted gender challenge that women face:
  - i. Addressing affordable child care shortage
  - ii. Acknowledging time balancing challenge of women in their role as mothers and caregivers
  - iii. Overcoming, for some ethnic groups, cultural hesitancy to rely on social services
  - iv. Overcoming, for some ethnic groups, cultural barriers to women working
  - v. Seeking greater access to training opportunities and sustainable jobs for women
5. Make available useful, timely and actionable local labour market information
6. Ensure that various services are aware of all available resources and programs so that newcomers can be made aware of all their options
7. Focus on access to or transition to better jobs/careers

### Some strategy options

1. *Canadian business culture*: Provide newcomers with a thorough understanding of Canadian business culture in a way that helps them to adapt
2. *Language skills*: Ensure that newcomers have language skills appropriate to the workplace

3. *Engaging local employers:* Engage local employers, for not only employment opportunities, but also internships and mentorships
4. *Female Newcomers and Labour market:* Manage the multi-faceted gender challenge that women face:
  - I. Addressing affordable child care shortage
  - II. Acknowledging time balancing challenge of women in their role as mothers and caregivers
  - III. Overcoming, for some ethnic groups, cultural hesitancy to rely on social services
  - IV. Overcoming, for some ethnic groups, cultural barriers to women working
  - V. Seeking greater access to training opportunities and sustainable jobs for women
5. *Labour market information:* Make available useful, timely and actionable local labour market information
6. *Regular updates on programs and services:* Ensure that various services are aware of all available resources and programs so that newcomers can be made aware of all their options
7. *Career advancement:* Focus on access to or transition to better jobs/careers

#### **Recommendations**

1. Cataloguing and coordinating of available employment services
2. Cataloguing of available English language instruction programs for proper referral by employment services
3. Expanding the number and variety of conversation clubs, including targeting occupational and vocational vocabularies
4. Expanding the number and variety of conversation clubs, including targeting occupational and vocational vocabularies
5. Linking CIC and MCI employment services with EO-driven local area employer outreach coordination
6. Employment agencies sharing and coordinating schedule of workshops and speakers
7. Info-sharing among newcomer employment service providers
8. Newcomer career ladder proposal

## WORKGROUP #5: KEY SUPPORT SERVICES

### Description

Key Support Services include: Housing, Family Supports, Education, Childcare/Child minding, Legal and Justice System, Health, Social, Cultural and Recreational, Civic Engagement, Rights and Responsibilities, Financial Literacy.

### Overall Strategy Statement

A holistic case management approach which centers around the family unit and includes addressing basic needs, family relations, social development and professional services will make successful settlement more likely.

### Priorities

- Coordinating systems (government, funding)
- Cross-sectoral Integration of service planning and delivery
- Family-centered service delivery

### Some strategy options

#### General

- Pre-arrival information must emphasize the possible, fundamental differences in social beliefs, principles and behaviours. The information has to be straightforward and honest and available in the newcomer's first language
- Free translation/interpretation services are needed and written information should be available in several languages
- More responsibility must be taken by the municipal, provincial, and federal governments if they are going to increase the number of immigrants and refugees into Canada by providing programs and supports to welcome and integrate newcomers
- Client centered (family)case management

*This workgroup addressed nine categories of issues. This following summary is a severely abridged account of the full text found in the Appendix.*

Housing: transitional and emergency housing; rent supplements; temporary subsidized housing

Family supports: Holistic support to families, treat children and families as part of a larger context; make use of family resource programs; outreach to isolated

Education: Use schools as hubs for information and services; more accreditation support; more ESL programs for children; engage colleges more

Child care/child-minding: More affordable and flexible child care; re-vamp list for child care subsidies

Legal/justice system: Expand legal aid to include immigration cases; increase income cut-off level; cultural appropriate services, especially with regards to marriage or sponsorship breakdown

Health: Strengthen family support services; target family violence; waive 3 month wait period for OHIP; make health care services more culturally appropriate

Social, cultural and recreational: culturally appropriate and more inclusive programs, particularly for families; use more partnerships

Civic engagement, rights and responsibilities: need extensive, accurate pre-arrival info, in various languages; community development targeting newcomers

Financial literacy: Provide information on Canadian financial systems including explanation of cheque-cashing outlets, credit card use and various types of financial products and services; promote financial literacy within the ESL LINC programs

## **Recommendations**

### **1. General**

- 1.1. Improve newcomers' access to CIC
- 1.2. More responsibility must be taken by all orders of government if the federal government is going to increase the number of immigrants and refugees into Canada

### **2. Housing**

- 2.1. Provide a variety of housing supports for newcomers

### **3. Family support**

- 3.1. Children should not be viewed as separate from their families, nor families separate from their community, their culture or the larger society
- 3.2. Recognize the role and effectiveness of holistic supports to families as part of a newcomers' settlement process
- 3.3. Recognize that settlement issues include the entire family, not just an individual and may require follow up support

### **4. Education, Training and Credentials**

- 4.1. Facilitate the process for internationally trained professionals to obtain their accreditation and work in their field
- 4.2. Increase support for families needing ESL support
- 4.3. Enhance innovative College programs to facilitate newcomer participation

5. Child care/Child minding

- 5.1. Enhance programs to support working parents' schedules
- 5.2. Re-vamp the wait-list for child care subsidies

6. Legal/Justice system

- 6.1. Enhance Legal Aid program to address immigrant issues
- 6.2. Culturally appropriate support for families who have experienced marriage or sponsorship breakdown

7. Health

- 7.1. Make health care more culturally sensitive

8. Social, Cultural and Recreational

- 8.1. Offer culturally appropriate programs based on community need

9. Financial Literacy

- 9.1. Develop programs that offer client-driven information

10. Civic Engagement, Rights and Responsibilities

- 10.1. Provide enhanced and precise pre-arrival information on rights and responsibilities
- 10.2. Provide opportunities to newcomers in order to gain knowledge and experience

## WORKGROUP #6: SOCIAL NETWORK AND COMMUNITY ENGAGEMENT

<b>Description</b> Supporting newcomers in their social engagement and engaging communities in supporting the full participation of newcomers in their new cultural environment by sharing information and supporting them in their initial settlement.
<b>Overall Strategy Statement</b> To help build welcoming Communities that recognize the importance of social engagement as an integral aspect of the integration process and that integration is a reciprocal process with rights and responsibilities on the part of both newcomers and the community
<b>Priorities</b> <ol style="list-style-type: none"> <li>1. Services gap analysis – what currently exists and what are the needs</li> <li>2. Understand the specific cultural and religious needs of diverse communities</li> <li>3. Identifying the trainings needs of the informal networks and informal employment sector</li> <li>4. Capacity building of the informal networks to provide updated and accurate information to newcomers</li> <li>5. Conduct a survey of informal/self- employment sector and to prepare a plan how to provide support</li> <li>6. Coordinated Outreach System – with worship places, local or ethnic business, community event organizers</li> <li>7. Establishment of a referral system where newcomers get referred to proper services they need</li> <li>8. Joint venture to inform newcomers of their rights in Canada</li> </ol>
<b>Some strategy options</b> <u>Initiatives directed at the formal sector</u> <i>Outreach and Information</i> <ul style="list-style-type: none"> <li>• Translation of all promotional material into the respective languages</li> <li>• Conduct meetings with diverse cultures in the neighbourhood</li> <li>• Conduct needs assessments in the neighbourhood</li> <li>• Recruit volunteers from the same communities for information dissemination</li> <li>• Identify gaps between different services</li> <li>• Extend meeting times with clients to understand their problems</li> <li>• Build the capacity of agency staff</li> <li>• Improve the quality of services and the way agencies serve clients</li> <li>• Explain government structures and government policies</li> <li>• Establish trustful and effective relationship with informal community groups and networks</li> <li>• Organize meetings in schools and other diverse cultures gathering places for joint activities</li> <li>• Develop new and culturally customized approach when dealing with clients</li> </ul>

#### *Language and cultural appropriateness*

- Provide right Information at right time by right person
- Cultural, language and immediate relevant counseling
- Understand the specific cultural and religious needs of diverse communities
- Information and understanding of different cultures in the neighbourhood

#### *Dealing with bureaucracy (i.e. long waiting times and paper work)*

- Service mapping of the area
- Coordination between different agencies
- Common service intake
- Building trust amongst agencies
- Avoid competition
- Improve and coordinate outreach process
- Harmonization between same services and interagency referrals

#### *Accessibility and approachability of services*

- One stop shopping in the community
- Ensure staff are knowledgeable and act in a friendly and professional manner
- Assess community/newcomer basic needs
- For services further from community, language is often a major client issue

#### Initiatives directed at informal networks

- Recognize the life cycle of the settlement process
- Provide a newcomers information centre
- Ensure information about services are available in the community, that it is accurate and regularly updated
- Ensure regular communication between settlement services and different communities
- Promote information sharing with faith groups and for referrals
- Consultation with community groups and leaders
- Use of ethnic media i.e. Radio/cultural TV channel (Omni)



#### Initiatives focused on collaboration between formal and informal sectors

- Conduct a survey of informal/self-employment sector and prepare a plan on how to provide support
- Coordinated Outreach System – with places of worship, local and ethnic businesses, and community event organizers
- Better connection with informal community leaders and dissemination of information to newcomers through community leaders
- Partnership development with informal sector through monthly coordination meeting

### **WORKGROUP #7: CHILD CARE**

#### **Overall strategy statement**

As a general proposition, then, we would like to explore opportunities at the local level that would:

- Increase the number of child care spaces across a range of service types (licensed and unlicensed);
- Increase the quality of child care services being provided;
- Enhance the skills and employability of caregivers.

#### **Some strategy options**

- Increasing the number of licensed home care spaces;
- Providing mentoring and support to licensed and informal child care providers (possibly through a family resource program);
- Providing training at a place, time and pace that would allow for caregivers to acquire recognized credits that would qualify them for credentials;
- Exploring meeting the need for or piggy-backing with emergency child care, intermittent child care and/or childminding for various training and language programs;
- Possibility of some co-op model that would support women who could work part-time as well as contribute to childminding part-time;
- Possibility of a social enterprise that could address this challenge.

#### **Recommendations**

1. Undertake a study to explore feasible options with regards to alternative approaches to child care and childminding

## 2.5 Views from the Community Forums

From its earliest deliberations, the Partnership Council recognized the importance of incorporating the voice of newcomers into the LIP process, but wondered how best to ensure that the input of newcomers could help shape the recommendations, as opposed to only provide participants with an opportunity to vent their frustrations. In the end, it has to be said that the community forums still ended up being venues for participants to express their feelings, rather than engage in problem-solving. That this was the case should not be a disappointment – their first priority was to express what they felt was wrong with “the system.” We take this as validation of our purpose, to recommend ways to improve the system.

The seven *Community Forums* represented diverse populations across the LIP area.<sup>6</sup> The following are the highlights of the input from participants:

- The significant source of information was the informal, not the formal, system;
- High level of frustration with the formal services system;
- Extremely high level of frustration with barriers to employment, especially for the professionally-trained; great frustration with employment services;
- English language skills really determine the degree to which one can access services or gain employment;
- Need more opportunities to practice conversation and need to make the subject-matter of conversations relevant to their everyday lives; need more linkages between the language training classroom and the community, including employers;
- There is a very strong view that the information acquired about Canada prior to arrival is very misleading, particularly in relation to employment for professionals.

Reading through the extended summaries of these Community Forums, one is struck by the consistency of the responses across all these different population groups, characterized by bewilderment about where to go for accurate information and appropriate services, frustration with many of the services they have encountered, extreme disappointment with their labour market outcomes, and an unavoidable sense of regret on their part for being misled about their chances for a good life in Canada.

*Community Forum participants were pressed to think about proposed solutions. These have been included in the report's Executive summary.*

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<sup>6</sup> The full summary of the eight community forums can be found in Appendix F to this report.

## 2.6 Views from local employers

Meetings were also organized with representatives of local employers, namely the Business Improvement Areas. BIAs are associations of business property owners and tenants within a defined geographic area who work together to create vibrant, competitive and safe business areas. The City of Toronto has 68 BIAs and the Toronto East LIP has eight BIAs in its catchment area. BIAs were viewed as the natural contact point for local employers.

All eight BIAs were invited to a session to discuss the goals of the LIP, in particular the labour market objectives. Three BIAs attended (two more sent regrets).

Overall, the BIAs are not organizations that focus on employment issues. Their primary concerns are:<sup>7</sup>

- Attracting customers to their area;
- Beautifying the streets;
- Safety and security.

Upon learning of the services that local agencies provide with respect to employment and linking newcomers to their local community, the BIA representative did see some initiatives that could be of use to their membership. The following were initiatives which the LIP and the local BIAs wished to pursue in future meetings during the next phase of the LIP process:

- Recruit and place newcomers wishing to serve as volunteers:
  - to assist BIAs;
  - to assist businesses (including through job-shadowing and job mentoring opportunities);
  - to assist with community meetings, events and festivals;
  - to assist with the marketing of the neighbourhoods/businesses (design flyers and other marketing material);
- Provide customer service training for new and existing staff;
- Assist with advertising the businesses/neighbourhood through agency programs;
- Provide a central website with resumes of trained, employment ready people which businesses could access when looking for staff; businesses that are not online can call an agency staff person;
- Starting August 1<sup>st</sup>, provide wage subsidies for employment placements.

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<sup>7</sup> The complete minutes of the meeting with the BIAs can be found in Appendix G to this report.

### 3.0 RECOMMENDATIONS

The following section encapsulates all the recommendations that emerged through the workgroup deliberation process. The recommendations are catalogued by workgroup, and each workgroup typically contains several major recommendations. For purposes of implementation, the major recommendations have been broken down into their elemental components, to make it easier to identify and sequence the activities that will make up the implementation plan.

For each activity, a set of features accompany each entry. These features are self-explanatory and include:

- Level of concern for the activity: Is this a matter that can be addressed locally or does it require advocacy/action at a system-wide level?
- Level of priority for the activity: Is this a high or low priority item?
- Implementation timeframe: Will this activity be undertaken in the short-, medium- or long-term?
- Implementation by: Will this activity require a lead agency? Will it require partner agencies? Is this an activity that will require participation by all Partnership Council organizations?
- Evaluation: An appropriate indicator(s) is suggested for each activity.

Some issues were identified as a system level beyond the scope of the Toronto East LIP. In these instances, the LIP decided that communication with and to the operating authority was the appropriate course of action.

## Workgroup #1 Outreach & Information

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Outreach & Information	1	Develop a Welcome Program	1.1	Develop extensive, comprehensive, accurate, pre-		*	*		*					*	information communicated
			1.2	Catalogue current arrival information newcomers receive when they enter Canada	*		*			*			*		develop catalogue
			1.3	'Welcome to Canada' program at the airport including welcome packages with personal assistance		*	*		*					*	information communicated
	2	Facilitate Agency Collaboration	2.1	Collaborative training ,workshop sessions for staff	*		*			*				*	# of sessions
			2.2	Collaborative marketing	*			*			*		*		common material
			2.3	Collaborative workshops	*			*			*		*		# of workshops
			2.4	Collaborative community mapping	*			*		*				*	updated annually
			2.5	Collaborative outreach activities	*		*			*			*		# of events
			2.6	Common outreach team of local residents	*		*			*			*		# of residents trained and hired
	3	Optimize Funder Communication	3.1	Agencies coordinate their funding proposals	*		*			*			*		# of proposals discussed at Partnership
			3.2	Paid referrals/service credits		*		*			*			*	information communicated

## Workgroup # 2 Navigating Services

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Navigating Services	1	Facilitate Service Coordination Analysis by Front Line Workers	1.1	Inventory newcomer pathways	*			*		*		*			Developed and shared
			1.2	Inventory Newcomer Services/networks by:											
				a. Newcomer Specific	*		*		*			*			Develop/ shared
				b. Universal	*		*		*			*			Completed
				c. Informal (groups, religious, etc)	*		*			*		*			Completed
	2	Facilitate Research Coordination	1.3	Secure resources for and coordinate Orientation to Newcomer Service Training, marketing to Agency Managers, ED's	*			*	*				*		Shared
			2.1	Inventory Research Activities	*			*		*		*			Shared
	3	Facilitate Partnership Development at management level	3.1	A Memorandum of Understanding will be developed to include:											
				• Service Coordination Principles	*		*			*				*	Developed
				• Service Coordination Improvements	*		*				*		*		Implemented
				• Referral/Consent Process	*			*			*		*		Developed
				• Service Partnership Agreement Principles	*			*		*				*	Developed
				• Research Principles	*			*		*				*	Developed
			3.2	Agency Management will agree to MOU content	*			*			*		*		Implemented
			3.3	All documents developed will be inventoried	*			*		*		*			Updated

### Workgroup # 3 Language Learning

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Language Learning	1	Expand the options for language learners through developing alternative learning tools such as DVDs, home study programs, interactive online resources and long-distance learning. Promote greater flexibility and choice for learning.	1.1	Inventory language learner pathways.	*		*			*		*	*		List of inventory
			1.2	Inventory alternative support resources including conversational/reading circles in the area.	*			*	*			*	*		List of resources
			1.3	Offer child minding services for ESL learners.		*	*		*					*	Communication made
	2	Make communication skills development a crucial part of language learning by connecting with the community to develop more opportunities for language learning for newcomers such as contacting local coffee shops for offering conversational and/or reading circles.	2.1	Facilitate language support services partnership, share best practices and coordinate support activities to complement each other.	*		*				*		*	*	Partnership, inventory of best practices
			2.2	Develop a network (or consortium), agree on principles and facilitate collective application for funding. (Non-traditional funders such as well as local businesses can be contacted for sponsoring conversational circles in coffee	*		*			*			*		Partnership, MoU

## Language learning

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation plan			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Language Learning	3	Strengthen the link among language assessment, employment assessment and foreign credential assessment by improving referrals and referral tools for service provider agencies in East Toronto.	3.1	Inventory language learner pathway	*		*			*		*			Inventory list
			3.2	Inventory language, employment and foreign credential assessment	*			*		*		*			Inventory list
			3.3	Facilitate partnership among language, employment and credential assessment services in	*		*				*				
			3.4	Promote joint mandate between ESL and LINC programs and re-visit the issue of offering credits for language classes.		*	*		*					*	Communication made
	4	Ensure that a CLARS satellite assessment office will be available in	4.1	Communication needs for local site	*		*				*		*		Communication made
	5	Strengthen local support for mental health by improving the referral process to supportive counseling. Actively look for training opportunities for front line staff and instructors on mental health. Partner with CAMH.	5.1	CAMH to deliver training sessions on mental health issues for instructors.	*			*	*				*	*	
			5.2	Settlement agencies to increase accessibility of settlement counseling for language learners to improve accessibility	*			*	*				*	*	



## Workgroup # 4 Labour Market Outcomes

Work Group		Recommendations	Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
				Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Labour Market Outcomes	1	Cataloguing and coordinating of available employment services	There will be a need to catalogue all existing employment services being offered within the local LIP, noting what specific services are offered at each location, what eligibility requirements may be in place, hours of service, and so on, and identifying what gaps may exist, including referencing the many approaches noted in the <i>General ideas</i> section of this note.	1.1	Catalogue all existing employment services*	*		*		*	*			Ongoing updates of all existing
				1.2	Identifying specific services are offered at each location*	*		*			*			Existing employment services
				1.3	Identifying eligibility requirements, hours of service*	*		*			*			Ongoing updates of all existing employment
				1.4	Identifying what gaps may exist	*		*					*	Annual review of gaps
		Once this catalogue has been assembled, there will be a need to coordinate scheduling of workshops among agencies, as well as develop a referral protocol between agencies.		1.5	Scheduling workshops among agencies	*		*	*			*		Scheduled
				1.6	Develop a referral protocol between agencies.	*		*	*			*		Existence of referral protocol for employment programs

\*Note: The Community Service Inventory was completed in August 2010 and will be used during the implementation phase for service planning with local service providers.

## Labour market outcomes

Work Group	Recommendations				Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Labour Market Outcomes	2	Cataloguing of available English language instruction programs for proper referral by employment services	Catalogue all existing English language programs being offered within the local LIP, noting what specific programs are offered at each location, level of instruction, what eligibility requirements may be in place, hours of service, and so on, and identifying what gaps may exist.	2.2	Catalogue all existing employment services	*			*	*		*			Annual update to all
				2.3	Identifying specific services are offered at each location	*			*	*		*			Annual update of all existing ESL programs
				2.4	Identifying eligibility requirements, hours of service	*			*	*		*			Annual update of all existing ESL programs
				2.5	Identifying what gaps may exist	*		*	*					*	Annual review of gaps
	2	Expanding the number and variety of conversation clubs, including targeting occupational and vocational vocabularies	Need to make a concerted effort to expand conversation clubs, in order to offer language students more opportunity to practice, especially to acquire the terminology and nuances of the workplace. This will require recruiting more volunteers to lead these clubs, particularly individuals conversant with different workplaces, occupations and professions. These volunteers may come from BIAs, service clubs and immigrants who have successfully integrated. May need to rely as well on existing agency staff to lead some of the conversation circles.	2.6	Concerted effort to expand conversation clubs	*		*		*			*		# of conversation clubs

## Labour market outcomes

Work Group	Recommendations				Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Labour Market Outcomes	3	Women-only employment project	Targeted outreach of employment services to where women congregate. This would involve mapping where there are higher concentrations of newcomers in the local LIP area and providing well-publicized “employment information” days at locations convenient to their high-concentration areas (a high-rise lobby, a family resource program, a place of worship). The outreach would include not only information about employment services, but also success stories of employed newcomer and immigrant women.	3.1	Targeted outreach of employment services to where women congregate	*		*			*		*		Employment services outreach to women strategy being implemented
				3.2	Special effort to identify part-time employment that would be particularly suited to women with family responsibilities	*		*		*			*		Part time job for women created
			Make a special effort to identify part-time employment that would be particularly suited to women with family responsibilities.												
			Develop a proposal for a women-only employment project	3.3	Develop a proposal for a women-only employment project.	*		*		*			*		Proposal submitted for women-only employment project

## Labour market outcomes

Work Group	Recommendations				Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Labour Market Outcomes	4	Linking CIC and MCI employment services with EO-driven local area employer outreach coordination	Need to ensure that CIC and MCI employment services are also connecting with the EO employment outreach coordination, to benefit from economies of scale and to support the employers' desire to have one point of contact for employment services. Need to emphasize that EO CIC and MCI programs are unique and can complement each other.	4.1	Ensure there is internal integration within agencies between EO, CIC and MCI programs.		*	*	*					*	communicated
				4.2	Connecting CIC and MCI employer services with the EO employment outreach coordination	*		*	*				*		Participation of CIC & MCI employment services with the EO employer
	5	Employment agencies sharing and coordinating schedule of workshops and speakers	That employment agencies share their schedule of workshops and speakers, so that clients from all agencies can benefit from the information and insights that are being made available.	5.1	Employment agencies share their schedule of workshops and speakers	*		*			*		*		Common schedule created for employment services workshops and speakers

## Labour market outcomes

Work Group	Recommendations				Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Labour Market Outcomes	6	Info-sharing among newcomer employment service providers	That an electronic vehicle be created, either a listserv or a website, specific to the local LIP area, where employment counsellors can exchange information and advice with each other.	6.1	That an electronic vehicle be created, either a listserv or a website, specific to the local LIP area, where employment counsellors can exchange information and advice with each other	*		*		*			*		List serve or website created
	7	Newcomer career ladder proposal	That the local LIP develop a funding proposal for a career ladder project. The possible industry sectors would include: financial services; health care sector; retail sector.	7.1	That the local LIP develop a funding proposal for a career ladder project. The possible industry sectors would include: financial services; health care sector; retail sector	*		*		*			*		Proposal submitted for local career ladder project

## Workgroup # 5 Key support services

Work Group	Recommendations			Activities		Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
						Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Key Support Services	1	General	1.1	Improve newcomers' access to CIC	1.1.1	Increase number of customer service operators at CIC to assist newcomers		*	*		*				*	Communicate
			1.2	More responsibility must be taken by all orders of government if the federal government is going to increase the number of immigrants and refugees into Canada	1.2.1	Free translation/interpretation services are needed and written information should be available in several languages		*		*	*				*	Communicate
					1.2.2	Provide (monthly) sessions that support, welcome and integrate newcomers - (orientation to Toronto, social services, TTC, attractions, money, etc.)		*	*		*				*	Communicate
	2	Housing	2.1	Provide a variety of housing supports for newcomers	2.1.1	Increase resources and funding for transitional and emergency housing for newcomers - units should be integrated into market apartment buildings		*	*		*				*	Communicate
					2.1.2	More rent supplements should be available for those who cannot afford private sector housing.		*		*	*				*	Communicate
					2.1.3	Provide information on temporary (short term lease), housing for immigrants upon arrival to address the reality of immediate housing needs of newcomers	*	*	*			*			*	Communicate

## Key support services

Work Group	Recommendations			Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Key Support Services	3	Family Support	3.1	Children should not be viewed as separate from their families, nor families separate from their community, their culture or the larger society	3.1.1	Specific outreach to isolated parents and caregivers in the home	*		*				*		Outreach initiated/ completed
					3.1.2	Provide information on Canada's formal models of Family Supports and child development	*	*		*			*		Information distributed
					3.1.3	Develop a strategy to orient newcomer families to the school system	*		*		*		*		strategy developed
			3.2	Recognize the role and effectiveness of holistic supports to families as part of a newcomers' settlement process	3.2.1	Use the well-established, extensive network of family resource programs to provide settlement services		*	*		*			*	Communicated
					3.2.2	Support local elementary and high schools as a hub for settlement information/ programs/services	*			*				*	Communicated
			3.3	Recognize that settlement issues include the entire family, not just an individual and may require follow up support	3.3.1	Family centered case management	*	*		*				*	Communicated
					3.3.2	Family centered programming	*		*		*		*		Designed and Delivered

## Key support services

Work Group	Recommendations				Activities		Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
							Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Key Support Services	4	Education, Training and Credentials	4.1	Facilitate the process for internationally trained professionals to obtain their accreditation and work in their field	4.1.1	Develop targeted, intense programs for professionals to obtain their accreditation/license		*	*		*					*	Communicated
				4.1.2	Develop a program to issue 'temporary license' for professionals to gain work experience while taking courses or studying for exam		*	*		*					*	Communicated	
			4.2	Increase support for families needing ESL support	4.2.1	Increase resources (teachers and materials) in school to address ESL for newcomer children and families		*	*		*					*	Communicated
				4.3	Enhance innovative College programs to facilitate newcomer participation	4.3.1	Offer credited weekend and evening courses for the highest demand courses		*	*		*					*
			4.3.2			Provide access to library and education resources for internationally trained professionals		*	*		*					*	Communicated
			4.3.3			Provide access to lectures and workshops for internationally trained professionals		*	*		*					*	Communicated
	5	Child care/Child minding	5.1	Enhance programs to support working parents' schedules	5.1.1	More affordable child care with flexible hours to accommodate shift work and care before and after school	*	*	*		*				*	Communicated	
				5.2	Re-vamp the wait-list for child care subsidies	5.2.1	Coordinate the communication between wait list, family and organization/child care to ensure accurate information and status		*	*		*					*
			5.2.2			Update Ward Equity calculations to give better access for and inclusion of families regardless of where they live		*	*		*					*	Communicated



## Key support services

Work Group	Recommendations				Activities		Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
							Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Key Support Services	6	Legal/Justice system	6.1	Enhance Legal Aid program to address immigrant issues	6.1.1	Expand legal aid to include immigration law issues		*	*		*					*	Communicated
					6.1.2	Develop accessible, multi-language service		*	*		*					*	Communicated
					6.1.3	Increase the maximum income to qualify for services and include 'actual' housing expenses when determining qualification		*	*		*					*	Communicated
			6.2	Culturally appropriate support for women, families and seniors who have experienced marriage or sponsorship breakdown	6.2.1	Provide culturally appropriate counselling and/or mediation	*	*	*			*			*		Programs developed
	7	Health	7.1	Make health care more culturally sensitive	7.1.1	Strengthen family support services and increase family resiliency to violence through education and prevention supports	*	*	*				*		*		Develop Public Education material and programs
					7.1.2	Waive the 3 month waiting period for OHIP, provide limited coverage and/or provide better information about coverage		*		*	*					*	Communicated
					7.1.3	Utilize existing cultural competent best practice model for service planning and delivery of mental health and addiction services	*	*	*			*				*	Communicated
					7.1.4	Support grassroots groups and non-profits to act as medical navigators/ escorts	*	*	*			*			*	*	Communicated

## Key support services

Work Group	Recommendations				Activities		Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
							Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Key Support Services	8	Social, Cultural and Recreational	8.1	Offer culturally appropriate programs based on community need	8.1.1	Develop more programs for the entire family	*			*		*			*		Programs Developed
					8.1.2	Strengthen partnerships with local agencies, schools, community groups to offer programs in collaboration	*		*			*			*		Programs Developed
					8.1.3	Support local community driven projects that promote cultural activities and exchange	*	*			*				*		Programs Developed
					8.1.4	Track local demographics to ensure community need met	*		*			*		*			Programs Tracked
					8.1.5	Regularly survey local newcomers regarding needs	*		*			*				*	Programs Tracked
	9	Financial Literacy	9.1	Develop programs that offer client-driven information	9.1	Provide information on Canadian financial systems including explanation of cheque-cashing outlets, credit card use and various types of financial products and services	*	*		*		*				*	Provided
					9.2	Promote financial literacy within the ESL LINC programs	*	*		*		*				*	Provided

## Key support services

Work Group	Recommendations			Activities		Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
						Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Key Support Services	10	Civic Engagement, Rights and Responsibilities	10.1	Provide enhanced and precise pre-arrival information on rights and responsibilities	10.1.1	Update CIC website		*	*		*				*	Communicated
					10.1.2	Extensive public education campaign to address inaccurate information		*	*		*				*	Communicated
					10.1.3	Extensive marketing, public education campaign to discourage use of independent immigration consultants (re-direct people to CIC site)		*	*		*				*	Communicated
					10.1.4	Information to be provided in a variety of languages so newcomers can learn about their rights and responsibilities while they are learning English language		*	*		*				*	Communicated
					10.1.5	Pre-arrival information must emphasize the possible, fundamental differences in social beliefs, principles and behaviors. The information has to be straightforward and honest and available in newcomer's first language		*	*	*	*				*	Communicated
			10.2	Provide opportunities to newcomers in order to gain knowledge and experience	10.2.1	Involve newcomers in community development programs	*	*	*		*			*		Programs Developed

## Workgroup # 6 Social network & community engagement

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Social Network Community Engagement	1	Informal employment study for Toronto East LIP	1.1	Understanding the scope of this participation (proportion of newcomers, length of time, income generated);	*		*			*			*	*	Implementation
		That a proper survey be undertaken of newcomers participating in the informal employment sector in the local LIP area, with a view to:	1.2	Assessing ways in which individuals participating in the informal sector can be supported to make the transition to the formal economy, either by:	*		*				*	*		*	Training needs and analysis
			1.2.1	Receiving support to enhance their self-employment outcomes;	*		*		*			*			
			1.2.2	Receiving support to make the transition to formal employment;	*		*			*		*			
			1.3	Assessing other considerations relating to participating in informal employment (risks related to health and safety, access to appropriate benefits, employment standards protection, potential for harassment).	*		*				*			*	Training

## Social network & community engagement

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Social Network Community Engagement	2	Coordinated outreach to newcomers via alternative channels	2.1	Getting information about local LIP population	*			*			*	*			Demographic Profile
		Newcomers often get connected early on with social networks that they are familiar or comfortable with, typically extended family networks, places of worship, neighbourhood gathering places such as coffee shops or local groceries. The formal settlement agencies are more likely to reach more potential clients the more they make use of these channels.	2.2	Assembling list of alternative channels and places of worship, neighbourhood gathering and other local networks	*		*			*		*			Mapping informal networks
			2.3	Partner agencies coordinate outreach activities through these identified channels to provide them with information and make them aware of the range of settlement services and supportive services	*			*			*			*	Done

## Social network & community engagement

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation plan			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Social Network Community Engagement	3	Service sector – community sector alliance													
		The numerous immigrant communities have various leaders who often act as informal settlement counsellors, providing advice and guidance to newcomers. They may be a local business person, an elder community statesperson, a figure in the local place of worship, or simply a well-regarded “fixer.” These individuals are an important contact point and asset, acting as channels of information as well as maintaining an intimate pulse on current trends and challenges affecting newcomers in their community.	3.1	Partner agencies institute a regular pattern of meetings between the formal service sector and the informal sector leaders	*		*			*		*		*	Quarterly joint meetings between two sectors
			3.2	Community meetings would focus on information exchange (updates on service programs and resources, feedback on issues in the communities) as well as capacity building (in-depth overviews of various service fields) and possible partnerships (identifying collaborations between formal agencies and immigrant community sector).	*		*		*		*		*	Identification of local needs, areas of collaboration and capacity building	

## Workgroup # 7 Child Care

Work Group		Recommendations		Activities	Issue concern		Priority		Implementation (Term)			Implemented by			Evaluation Indicators
					Local	System	High	Low	Short	Medium	Long	Lead	Partner	All	
Child Care	1	Child care options study	That the local LIP engage in a study to identify feasible options that could enhance the availability of affordable child care and child-minding options locally. These could include co-op and social enterprise models.	1.1	Identify feasible options that could enhance the availability of affordable child care and child-minding options locally	*		*		*			*		Study initiated to identify local options for child care and child minding
	2	Provide core funding for child care services	Change funding systems for child care to provide core funding instead of per diem to ensure organizations can provide appropriate and affordable child care	2.1	CIC to work with province and city to provide core funding for child care services		*	*		*				*	Communicated recommendation

## CONCLUSION

This report reflects the summary of outcomes from the first phase of the Toronto East LIP. Not only has a Partnership Council been established and Terms of Reference defined, but this LIP has already produced important outputs, in particular the preliminary action plan defined through the recommendations of this report.

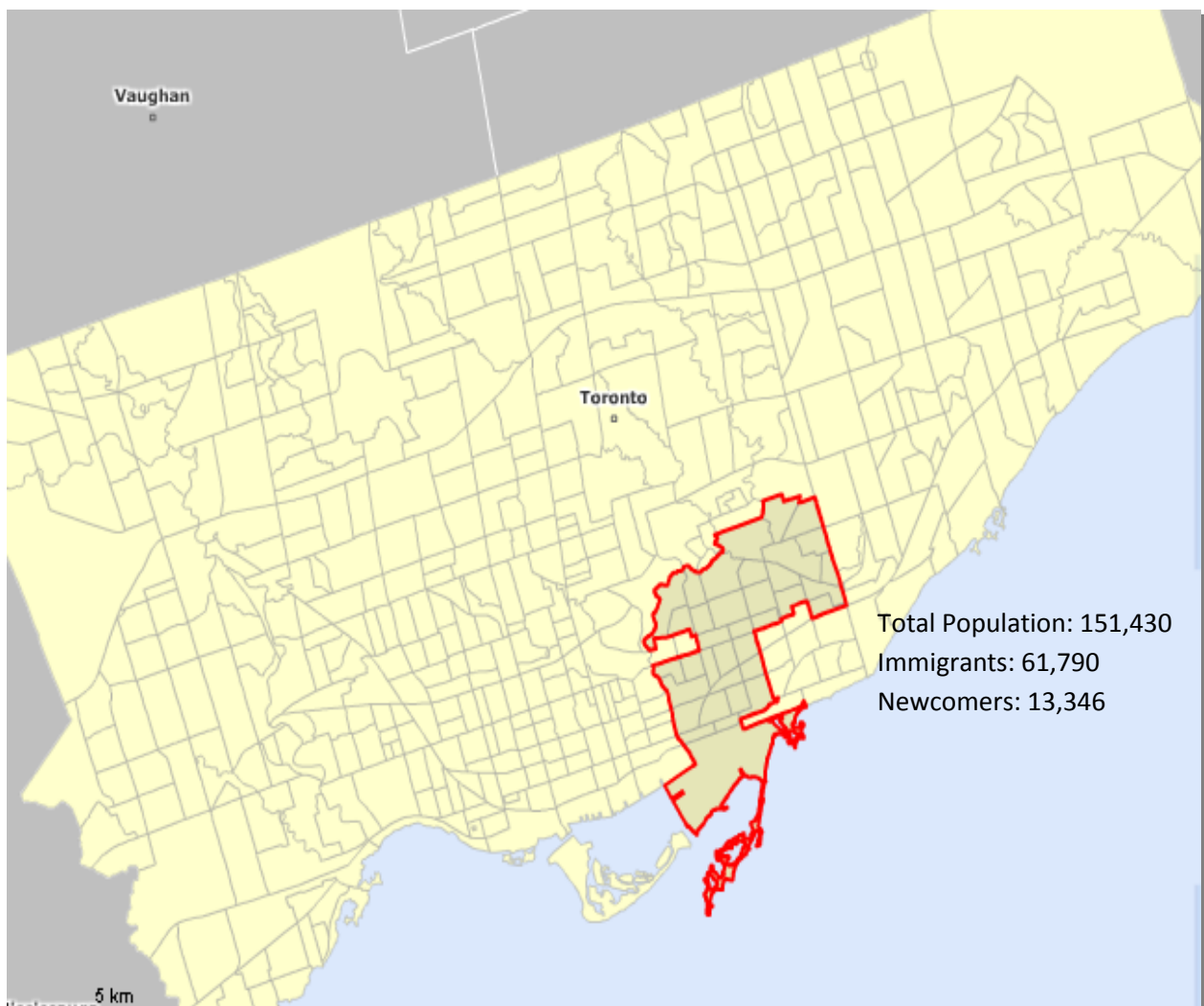
The creation of an inclusive process and the identification of a wide range of substantive, concrete initiatives bode well for the next stage of this exercise. The resulting recommendations demonstrate that locally-based planning can be productive and can generate meaningful plans of action. The Partnership Council greatly looks forward now to the opportunity of putting the results of its deliberations into effect.



# APPENDICES

## GEOGRAPHIC AND DEMOGRAPHIC PROFILE OF THE TORONTO EAST LIP AREA

*The Toronto East LIP area covers the eastern portion of the old City of Toronto and what was the City of East York. It comprises a variety of distinct and interesting neighbourhoods: Gerrard India Bazaar, Greek Town on Danforth, East Chinatown, East Danforth, Leslieville and Riverdale, each with its own residential character and ethnic profile. Overall, the area's multicultural diversity closely follows that of the City of Toronto.*



The physical boundaries of the Toronto East LIP are roughly Victoria Park Avenue in East, Lake Ontario in the South, the Don River Valley in the West and O'Connor Drive in the North. The area includes 11 City-defined neighbourhoods<sup>8</sup> and 36 Census Tracts and was home to 151,430 people in 2006.

41% of the area's population was born outside of Canada, and similarly 41% have a mother tongue in a language other than English and French compared to 49% and 47% respectively in Toronto.<sup>9</sup> Diversity can also be measured by the extent in which people speak another language other than English and French in the home. 26% of area residents have a home language other than English and French. The top non-official home languages are: Chinese, Greek, Bengali, Urdu and Tagalog. This compares to 31% of Toronto residents having a home language other than English and French, with the top city-wide languages being Chinese, Tamil, Italian, Spanish and Portuguese. The proportion of people with no knowledge of either official language (that is, English or French) is 6.3% in Toronto East and 5.3% in Toronto.

*Immigrants and newcomers.* Toronto East is an area of new immigrants. Almost half of all immigrants to Toronto East have lived in Canada for less than 15 years. 266,639 newcomers (or recent immigrants) arrived in Toronto between 2001 and 2006 and 13,311 of them settled in Toronto East. The percentages of newcomers among immigrants are the same in Toronto and Toronto East at 21.6%. The top regions of origin for newcomers settling in Toronto East and Toronto are:

#### **Toronto East**

- Southern Asia at 35%
- Eastern Asia at 22%
- Europe 19%
- Southeast Asia 8%
- Middle East and West Asia at 7%
- Africa at 4%
- South America at 2%
- U.S. at 2%
- Caribbean at 2%
- **Central America at 1%**

#### **Toronto**<sup>10</sup>

- Southern Asia at 26%
- Eastern Asia at 22%
- Europe at 14%
- Middle East and West Asia at 11%
- Southeast Asia at 10%
- Africa at 6%
- South America at 5%
- Caribbean at 4%
- U.S. at 2%
- **Central America at 1%**

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<sup>8</sup> These are: O'Connor-Parkview (54); Broadview North (57); Old East York (58); Danforth Village-East York (59); Woodbine-Lunsden (60); Crescent Town (61); Greenwood-Coxwell (65); Danforth Village-Toronto (66); North Riverdale (68); Blake-Jones (69); South Riverdale (70).

<sup>9</sup> All statistical data, unless stated otherwise, were compiled from 2006 Census Report, Statistics Canada, [www.statcan.ca](http://www.statcan.ca)

<sup>10</sup> See City of Toronto, 2006 Census Backgrounder "Languages, Immigration, Citizenship, Mobility and Migration", [http://www.toronto.ca/demographics/pdf/2006\\_lang\\_imm\\_citizenship\\_mobility\\_backgrounder.pdf](http://www.toronto.ca/demographics/pdf/2006_lang_imm_citizenship_mobility_backgrounder.pdf)

Toronto East is home to a significantly higher proportion of newcomers from Southern Asia (Pakistan, India, Sri Lanka, Bangladesh, Bhutan, Nepal, Maldives) compared to the City of Toronto as a whole, as well as a high proportion of Eastern Asians (China, Hong Kong, Macau, Japan, South Korea, North Korea, Taiwan, Mongolia), in the same proportion as that for the City of Toronto.

More than half of all immigrants living in Toronto are age 25 and over; 7% are pre-school children aged 5 years old and under; 16% are school age children, 6 to 14 years old; and 22% are youth aged 15 to 24 years old.<sup>11</sup> Seeing as Toronto east has similar proportions of newcomers and a comparable age profile as the City of Toronto, it is likely that Toronto East has a similar age profile for immigrants.<sup>12</sup>

*Visible minorities.* Almost 1 in 20 visible minority persons in Toronto resides in Toronto East. The top five visible minority groups as percentages of population are:

**Toronto East**

- Chinese at 13.8%
- South Asian at 9.8%
- Black at 5%
- Filipino at 2.9%
- **Southeast Asian at 1.1%**

**Toronto**

- South Asian at 12.0%
- Chinese at 11.4%
- Black at 8.4%
- Filipino at 4.1%
- **Latin American at 2.6%**

From 2001 to 2006, while the fastest growing single visible minority group in Toronto East was Southeast Asians, in Toronto it was Latin Americans.

*Distinct clusters of immigrants and poverty.* When we look at other indicators such as incidence of low income families, median family income or proportion of tenants spending 30% or more of their income on rent, we observe very similar trends in Toronto East and the City of Toronto.

A more detailed look at the data at Census Tract level, however, reveals what is unique about the area, namely, how clustered is the immigrant population and how concentrated is the poverty. By analyzing the data, four clusters were identified where the proportion of immigrants is the highest. 65,816 people live in these four clusters and 32,390 of them are immigrants. We named these clusters Broadview-East York, Central Riverdale, Crescent Town and Massey Creek, and together they encompass 13 Census Tracts.

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<sup>11</sup> Ibid.

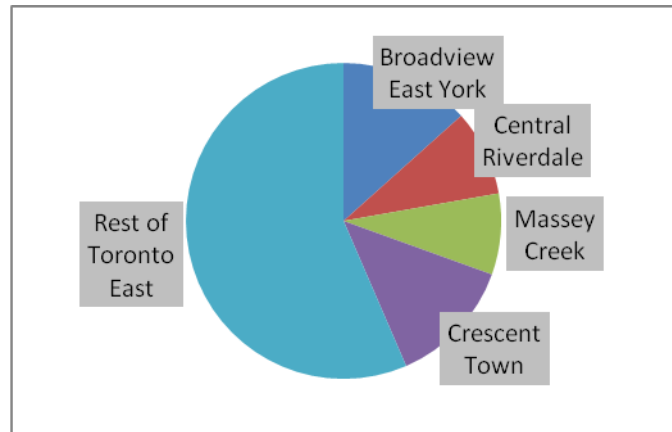
<sup>12</sup> It would require a purchased StatCan data analysis to obtain such numbers for Toronto East specifically.

<b>Clusters</b>	<b>Census Tract Numbers</b>
<b>Broadview- East York</b>	184.01; 184.02; 185.01; 185.02
<b>Central Riverdale</b>	027; 029; 073
<b>Crescent Town</b>	180; 190.01; 080.02
<b>Massey Creek</b>	189.00; 190.02; 193

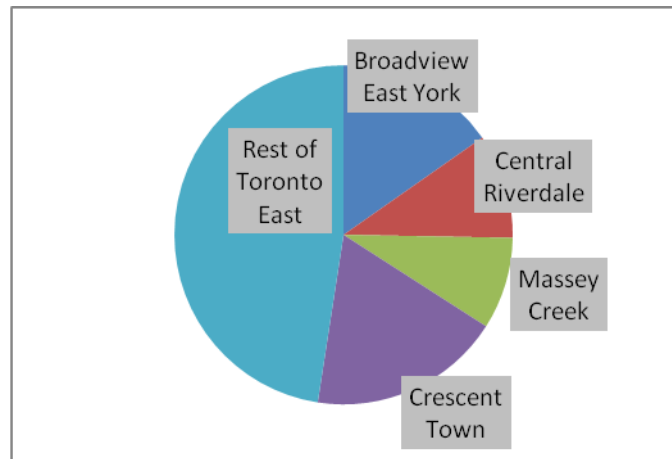


The figures for these clusters tell a different story than the figures for the rest of Toronto East. These four clusters represent 44% of the Toronto East population yet 71% of newcomers (that is, recent immigrants who arrived in Canada between 2001 and 2006). Newcomers make up 14.4% of the population of these four clusters, while in the rest of the area newcomers only make up 4.5% of the population in the area. In other words, within these four clusters one in every seven individuals is a newcomer, while in the rest of Toronto East one in every 22 individuals is a newcomer.

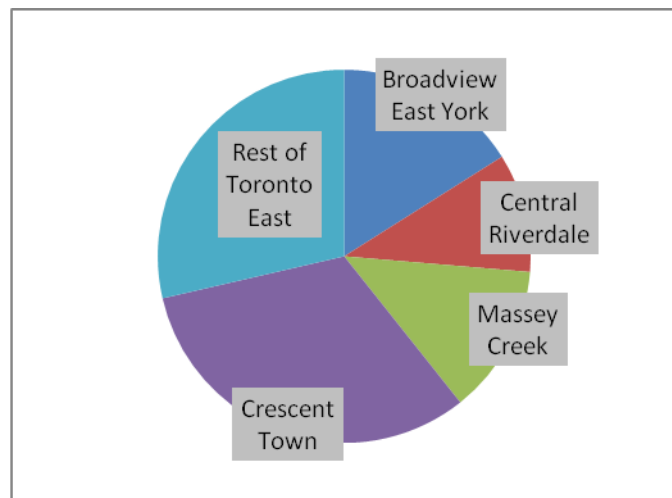
**Distribution of all Toronto East  
Residents, 2006**



**Distribution of all Toronto East  
Immigrants, 2006**



**Distribution of all Toronto East  
Newcomers, 2006**



Percentage distribution						Population distribution					
	Broadview East York	Central Riverdale	Massey Creek	Crescent Town	Rest of Toronto East		Broadview East York	Central Riverdale	Massey Creek	Crescent Town	Rest of Toronto East
Residents	13.4	8.8	8.3	13.0	56.5	Residents	20,255	13,310	12,630	19,621	85,614
Immigrants	15.3	10.0	8.8	18.4	47.6	Immigrants	9,435	6,150	5,450	11,340	29,400
Newcomers	16.2	10.4	13.1	32.4	28.9	Newcomers	2,020	1,385	1,745	4,310	3,851

Both the proportion of visible minorities and the incidence of low income families in these clusters are significantly higher than the rest of Toronto East. The tables below illustrate some notable contrasts:

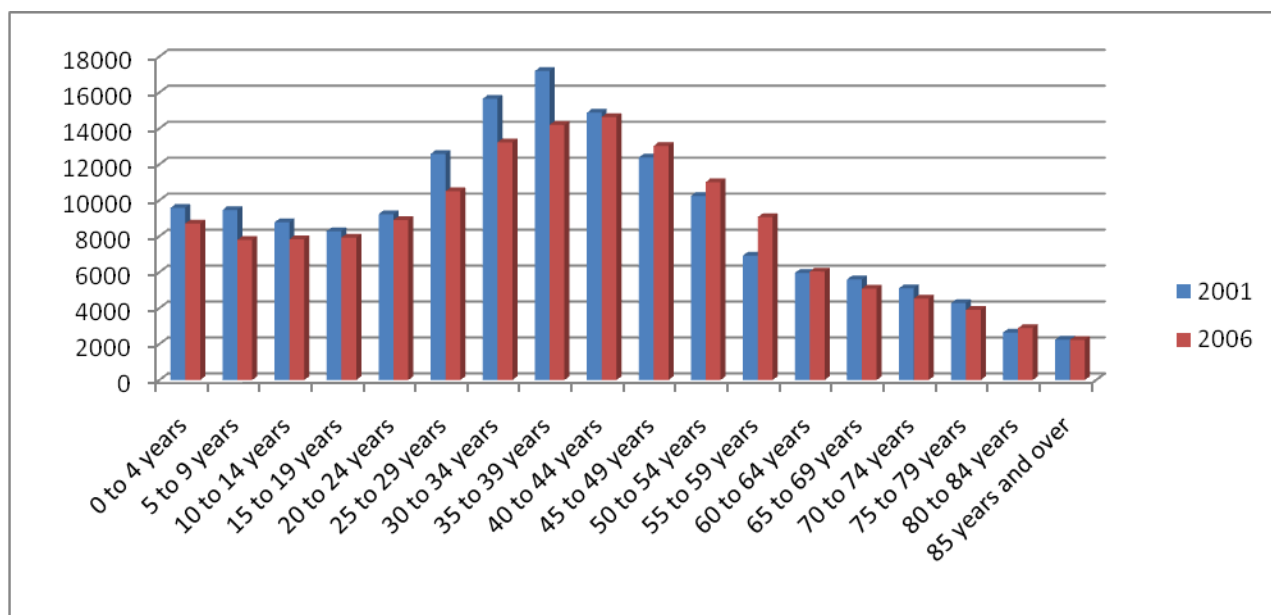
	<i>Broadview East York</i>	<i>Central Riverdale</i>	<i>Crescent Town</i>	<i>Massey Creek</i>	<i>Rest of Toronto East</i>	<i>Toronto</i>
<b>All Immigrants in Population (%)</b>	47.1	46.7	<b>58.7</b>	43.2	35.0	49.0
• <b>Newcomers 2001-2006</b>	10.1	10.5	<b>22.3</b>	13.8	4.6	10.7
• <b>Immigrants 1991-2000</b>	13.4	14.4	<b>19.4</b>	11.3	8.4	15.0
<b>Visible Minorities (%)</b>	26.6	55.0	<b>59.1</b>	38.3	32.7	46.0
<b>No Knowledge of Eng/French (%)</b>	5.2	<b>15.1</b>	4.4	2.4	6.1	5.3
<b>Home Language other than Eng/Fr</b>	29.6	<b>37.3</b>	36.9	25.5	21.3	31.0
<b>% of University Graduates</b>	37.9	35.1	<b>43.1</b>	40.2	41.2	43.9
<b>% Low Income Families</b>	25.5	30.7	<b>31.4</b>	24.3	16.6	20.6

<i>Region</i>	<i>Broadview East York</i>	<i>Central Riverdale</i>	<i>Crescent Town</i>	<i>Massey Creek</i>	<i>Rest of Toronto East</i>
<b>Southern Asia</b>	9.8	5.5	<b>60.5</b>	<b>56.8</b>	19.1
<b>Eastern Asia</b>	2.9	<b>73.5</b>	10.8	2.3	<b>35.2</b>
<b>Europe</b>	<b>59.6</b>	3.3	12.2	9.7	14.4
<b>Southeast Asia</b>	9.0	6.6	4.5	11.9	8.2
<b>West Asia &amp; Middle East</b>	9.3	0.7	6.8	11.6	4.6
<b>Africa</b>	1.0	2.2	3.5	4.3	7.0
<b>South America</b>	5.6	1.5	0.7	1.4	2.8
<b>U.S.</b>	0.5	2.9	0.7	2.0	3.2
<b>Caribbean</b>	2.0	1.5	0.2	0.9	2.9
<b>Central America</b>	0.5	1.1	0	0	1.7

**Top 10 Newcomers (%)**



**Age profile.** While Toronto's population increased 1% from 2001 to 2006, Toronto East's population decreased 5.5% in the same period. Toronto East's population is 48.7% male and 51.3% female. Population change rates vary by age groups. The fastest growing five year age group was 55-59 year olds. The greatest decline from 2001 to 2006 occurred among 30-34 and 35-39 year olds.



**Change in Age groups 2001-2006 Toronto East**

While seniors as a percentage of the total population in Toronto East remained the same with 12.3% between 2001 and 2006, the proportion increased in Crescent Town and Broadview-East York and decreased in Massey Creek.

Population change rates also vary by the number of immigrants. In general, the overall number of immigrants declined from 2001 to 2006 in Toronto East. The table below highlights these changes according to clusters.

	<i><b>Broadview East York</b></i>	<i><b>Central Riverdale</b></i>	<i><b>Crescent Town</b></i>	<i><b>Massey Creek</b></i>	<i><b>Rest of Toronto East</b></i>	<i><b>Toronto</b></i>
<i><b>Total Population</b></i>	20,255	13,310	19,621	12,630	85,614	2,503,281
<i><b>% of Toronto East Population</b></i>	13.4	8.8	13.0	8.3	56.5	
• <i><b>Children 0-14 (%)</b></i>	14.6	14.8	19.6	19.8	19.8	16.4
• <i><b>Youth 15-24 (%)</b></i>	9.9	12.6	11.5	12.1	10.9	12.7
• <i><b>Adult 25-64 (%)</b></i>	61.5	58.5	58.4	54.8	61.4	56.8
• <i><b>Senior 65+ (%)</b></i>	13.9	10.9	10.4	13.2	12.5	14.1
<i><b>2001 to 2006 Population Change (%)</b></i>	-5.4	-12.3	-4.5	-8.5	-3.7	1
<i><b>2001 to 2006 Immigrant Population Change (%)</b></i>	-12.5	-15.0	-5.8	-11.1	-12.3	1.9
<i><b>Average Household Size</b></i>	2.2	2.6	2.5	2.6	2.4	2.4



*Family composition.* The structure of families in Toronto East continues to change. While the number of common-law families and lone parent families increased, married couple families experienced a decline between 2001 and 2006. Central Riverdale has the highest percentage of lone parents. 1 in every 4 families with children is a single parent family in this cluster. The percentages of lone parents are 23% in Crescent Town, 24% in Massey Creek, and 22% in Broadview. While high percentage of lone parents signify the need for childcare, it is important to consider the percentage of children too. Looking at the proportion of children and the proportion of lone parents together suggests that the need for childcare is highest in Massey Creek.

The number of people living alone is highest in Broadview-East York at 17% and lowest in Massey Creek at 11%. The number of seniors living alone is also high in the area. While Crescent Town has the highest percentage of seniors living alone at 34%, Central Riverdale has the lowest percentage at 28%. With an aging population and the large proportion of seniors living alone, services for seniors and especially for senior immigrants definitely need to be improved.

*Mobility.* In terms of mobility rates, Crescent Town stands out. In any given year one in every five people is new to Crescent Town and over a period of five years, 54% of people have moved. Toronto, on the other hand, has a one-year mobility rate of 16% and a five-year mobility rate of 45%.

As the Crescent Town Study prepared by Tony Boston and Sean Meagher in November 2007 indicated, high mobility rates such as these make community development challenging. Any outreach effort has to be continuously renewed with the constant arrival and departure of residents. In addition, those challenges multiply when the people who are arriving are immigrants.

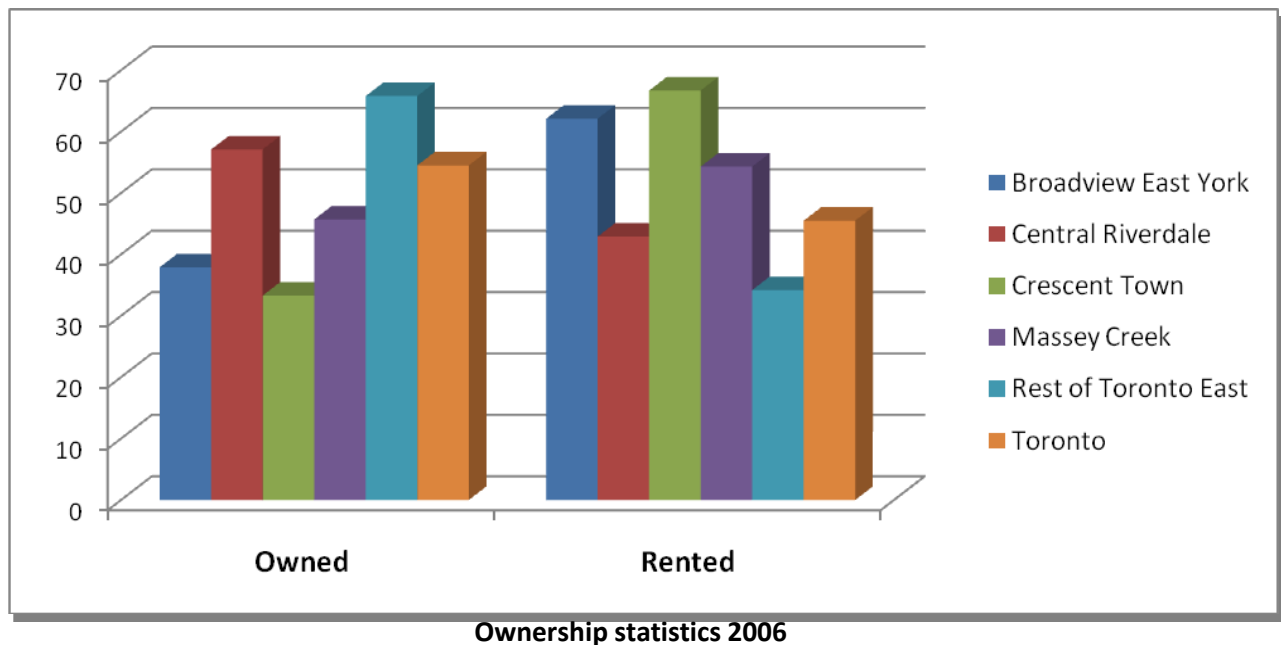


In Toronto, 1.9% of the population arrived from outside Canada in 2006, and 8.6% of the population arrived from outside Canada between 2001 and 2006. In Crescent Town, the comparable percentages are 4.7% and 21% respectively.

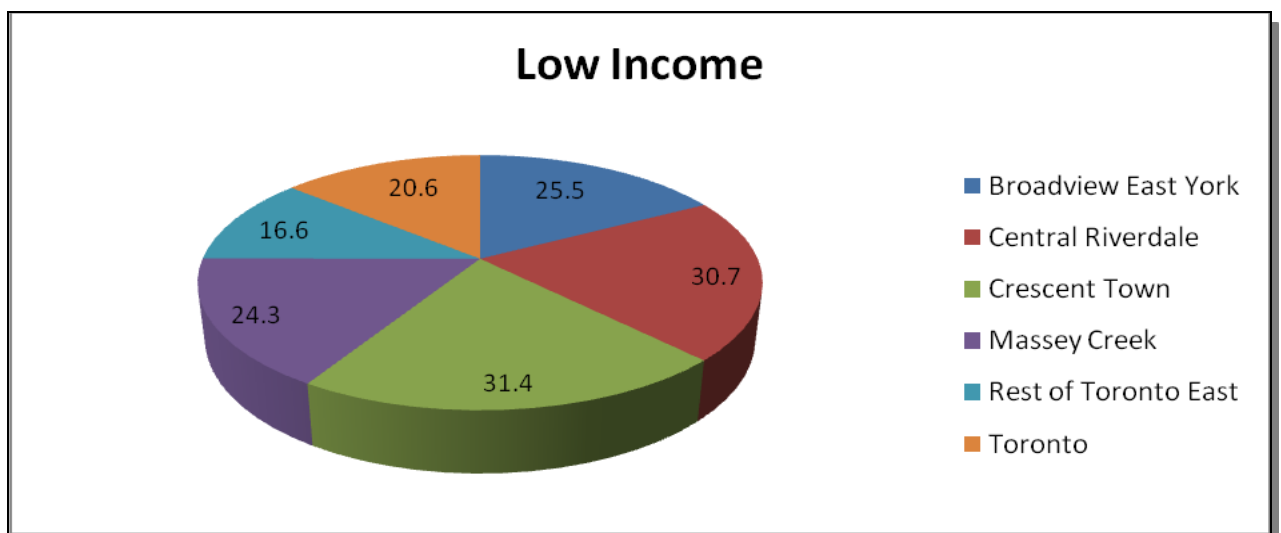
*Languages and source countries.* Toronto East is a very diverse community, with over 100 languages spoken at home by immigrants coming from over 100 countries. Because the immigrant population is highly clustered, home languages as well as immigrant source countries show radical differences from one cluster to another.

<b>Clusters</b>	<b>Top 5 Source Countries-Newcomers</b>	<b>Top 5 Home Languages</b>
<b>Broadview East York</b>	<ul style="list-style-type: none"> <li>Albania (18%)</li> <li>Bulgaria (10%)</li> <li>Philippines (8%)</li> <li>Romania (5%)</li> <li>Pakistan (5%)</li> </ul>	<ul style="list-style-type: none"> <li>Greek (24%)</li> <li>Serbian (13%)</li> <li>Chinese (11%)</li> <li>Bulgarian (6%)</li> <li>Tagalog (4%)</li> </ul>
<b>Central Riverdale</b>	<ul style="list-style-type: none"> <li>China (72%)</li> <li>Vietnam (4%)</li> <li>Pakistan (4%)</li> <li>United States (3%)</li> <li>India (2%)</li> </ul>	<ul style="list-style-type: none"> <li>Chinese Languages (76%)</li> <li>Vietnamese (8%)</li> <li>Urdu (2%)</li> <li>Greek (2%)</li> <li>Tagalog (2%)</li> </ul>
<b>Crescent Town</b>	<ul style="list-style-type: none"> <li>Bangladesh (27%)</li> <li>Pakistan (19%)</li> <li>China (10%)</li> <li>India (10%)</li> <li>Romania (6%)</li> </ul>	<ul style="list-style-type: none"> <li>Bengali (25%)</li> <li>Chinese (19%)</li> <li>Urdu (13%)</li> <li>Romanian (6%)</li> <li>Tamil (6%)</li> </ul>
<b>Massey Creek</b>	<ul style="list-style-type: none"> <li>Pakistan (26%)</li> <li>Bangladesh (22%)</li> <li>Philippines (11%)</li> <li>Afghanistan (9%)</li> <li>Sri Lanka (4%)</li> </ul>	<ul style="list-style-type: none"> <li>Urdu (15%)</li> <li>Bengali (14%)</li> <li>Greek (12%)</li> <li>Persian (Farsi) (8%)</li> <li>Tamil (7%)</li> </ul>

*Housing.* Parallel to the high number of newcomers in the population and the high mobility rates, not surprisingly, Crescent Town has the highest percentage of renters at 66.7%. According to the 2006 census, a significant majority (72%) of the households in Crescent Town live in high rise buildings. In Central Riverdale, the majority (51%) of the households live in apartment buildings that have fewer than five storeys. It is interesting to note that the percentage of multifamily households is the highest in Central Riverdale at 5.6% which also has the highest number of home owners amongst the clusters. This, probably, indicates a recent tendency of more than one family buying a house or condominium together. Both in Broadview-East York and Massey Creek, most residents live in high rise buildings but the percentages are lower compared to Crescent Town with 47% and 41% percent respectively.



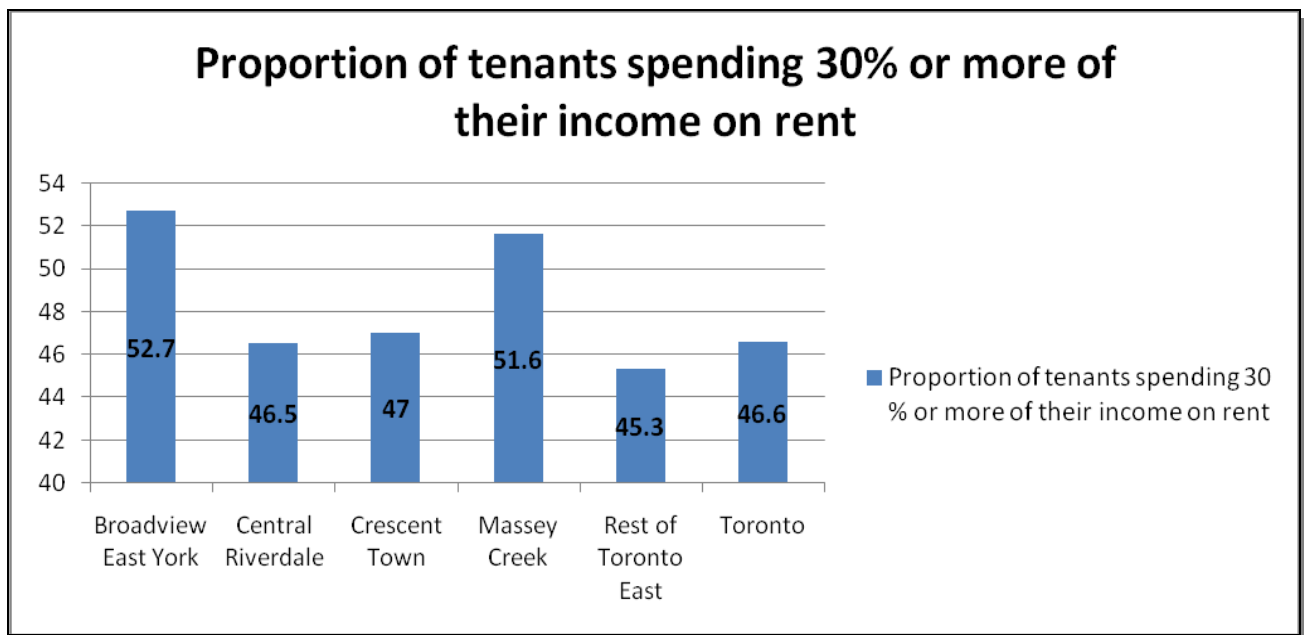
**Income.** Income levels in clusters are below the Toronto average. Not surprisingly, Crescent Town has the highest incidence of low income families and there is a familiar correlation between the percentage of newcomers and the percentage of low income families. This correlation exists independent of the percentage of university graduates. One CT in Crescent Town (190.01) says it all: this one particular CT has the highest percentage of newcomers (29.9 %), the lowest median income (\$39,900) and the second highest percentage of university graduates in the area (54.9 %).



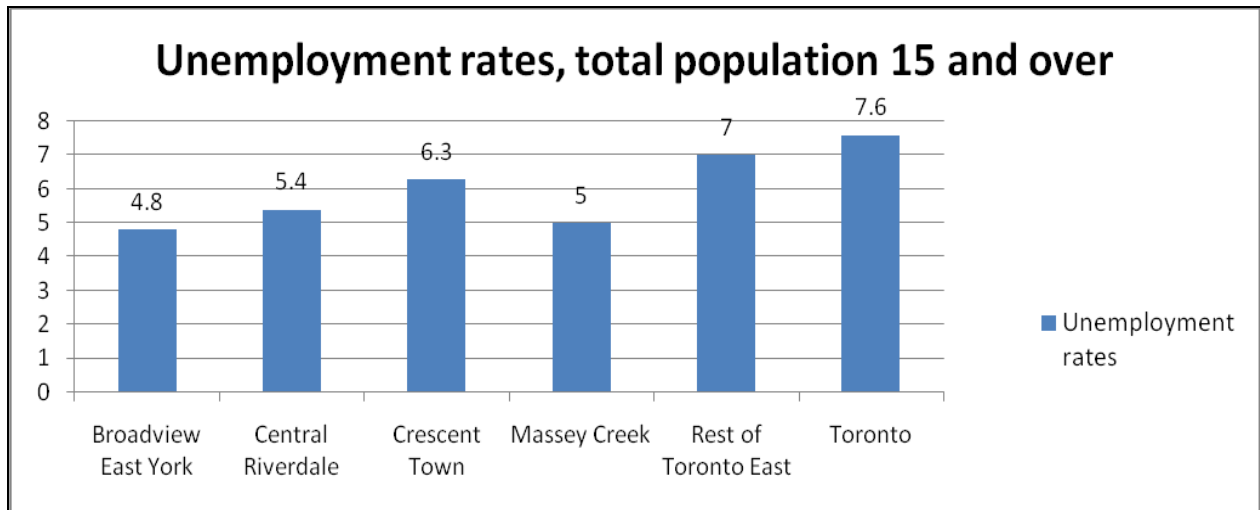
Another unfortunate correlation that exists in the area is the correlation between the incidence of low income and the percentage of visible minorities. In Central Riverdale's CT 27, for example, has the

highest percentage of visible minorities in the area (56.5%) and a very high percentage for the incidence of low income (34.1%). As expected, the proportion of households relying on government transfers that include social assistance payments is above the city average at 15.7% in Crescent Town, 12.3% in Massey Creek, 11.2% in Broadview-East York and 10.9% in Central Riverdale. In all four clusters, services for low income families, such as income supports, food security programs and low cost access to facilities seem to be crucial.

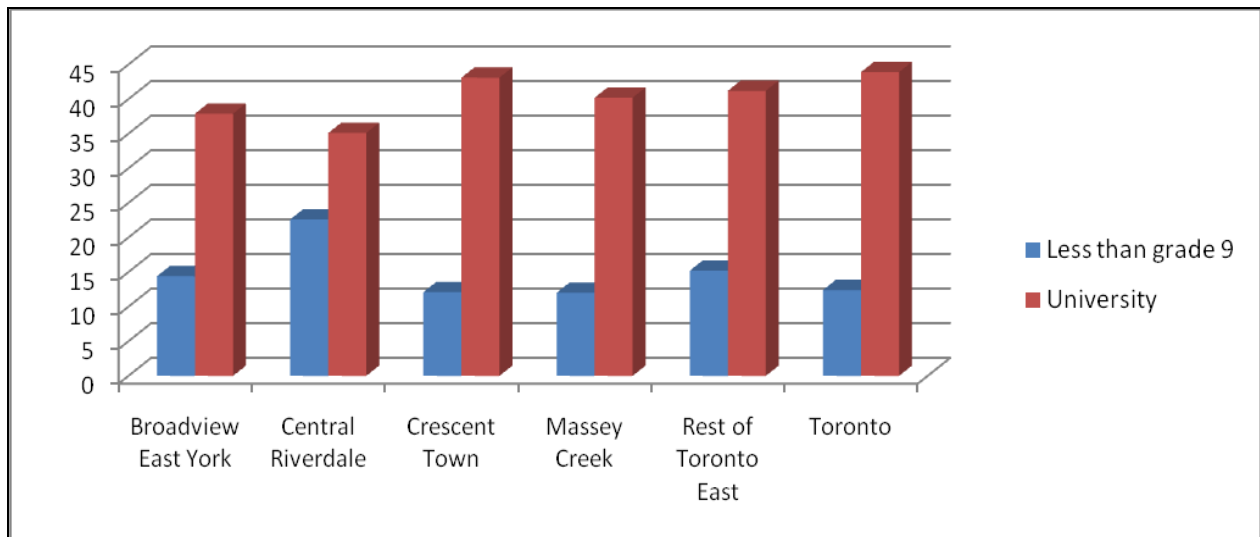
*Housing affordability.* Affordability continues to be a growing concern in the area. In 2005, 46.6% of renter households in Toronto paid 30% or more of their income on rent. While this proportion is already higher than the Canadian average, in the clusters the ratio is also above the Toronto average.



*Education and employment.* It is interesting to note that unemployment rates do not explain the incidence of low income families in the area.



As the table shows, while the unemployment level<sup>13</sup> is high in the rest of Toronto East, it has only 16.6% incidence of low income families. Clearly, in the clusters where the number of immigrants is the highest, unemployment is not a big issue, but low employment income is. When education levels are considered the situation becomes even more complex. As stated earlier, some CTs have very high level of university graduates and high level of incidence of low income families at the same time. But in general, there are less university graduates and more people without high school diplomas in Toronto East than the City of Toronto.



<sup>13</sup> The unemployment rate reflects the situation at the time the 2006 Census was taken, so it does not reflect current rates. However, the figure is useful for comparative purposes.

*Occupations.* An analysis of occupations may be more helpful in explaining low employment income. By dividing occupations into clusters of higher level occupations, middle-level and entry-level, one can see higher proportions of individuals working in entry-level jobs in Crescent Town, which correlates with the higher incidence of low income in that community.

#### Central Riverdale

<b>Occupations<sup>14</sup></b>	<b>Total (%)</b>	<b>Male (%)</b>	<b>Female (%)</b>
Knowledge Worker	39.8	40.4	37.9
Middle Service	8.1	8.6	8.1
Service Entry	34.2	29.9	40.3
Middle Working	10.2	11.2	8.8
Working Entry	6.9	9.4	4.3
Middle Primary	0.5	0.3	0.6
Primary Entry	0.1	0.3	0.0

#### Broadview-East York

<b>Occupations</b>	<b>Total (%)</b>	<b>Male (%)</b>	<b>Female (%)</b>
Knowledge Worker	37.2	35.3	38.4
Middle Service	10.5	8.3	13.3
Service Entry	36.3	28.6	44.0
Middle Working	9.3	16.2	2.1
Working Entry	6.2	10.7	2.0
Middle Primary	0.0	0.0	0.0
Primary Entry	0.5	0.9	0.2

<sup>14</sup> **Knowledge Worker:** someone employed in a job that absolutely requires a post-secondary degree of at least 3-4 years.

**Middle Service:** service sector jobs that do not absolutely require a 3-4 post-secondary degree but that do require several years of work experience.

**Service Entry:** service sector jobs that are entry-level, requiring nothing more than a high school diploma, if even that.

**Middle Working:** Working sector (manufacturing, transportation, construction) jobs that do not absolutely require a 3-4 post-secondary degree but that do require several years of work experience.

**Working Entry:** working sector jobs that are entry-level.

**Middle Primary:** primary sector (fishing, mining, farming, forestry) jobs that do not absolutely require a 3-4 post-secondary degree but that do require several years of work experience.

**Primary Entry:** primary sector jobs that are entry-level.

### Crescent Town

<b>Occupations</b>	<b>Total (%)</b>	<b>Male (%)</b>	<b>Female (%)</b>
Knowledge Worker	30.0	29.9	30.4
Middle Service	10.1	8.3	12.1
Service Entry	41.8	35.0	49.8
Middle Working	7.4	9.9	4.5
Working Entry	10.2	16.3	2.6
Middle Primary	0.0	0.2	0.0
Primary Entry	0.5	0.5	0.6

### Massey Creek

<b>Occupations</b>	<b>Total (%)</b>	<b>Male (%)</b>	<b>Female (%)</b>
Knowledge Worker	34.1	35.6	32.3
Middle Service	10.7	8.2	13.6
Service Entry	38.0	30.0	46.4
Middle Working	7.3	12.4	1.6
Working Entry	9.5	13.1	5.8
Middle Primary	0.0	0.0	0.0
Primary Entry	0.4	0.6	0.3

When we look at the postsecondary qualifications by major field of study, for males living in these clusters the top three fields are:

- Architecture, engineering, and related technologies
- Business, management and public administration
- Social and behavioural sciences and law

For females:

- Business, management and public administration
- Social and behavioural sciences and law
- Health, parks, recreation and fitness

## **Toronto East Local Immigration Partnership**

### **Service Provider Survey**

***To assess the current community capacity of Toronto East area in providing services to immigrants, and to identify perceived needs and determine how they can best be met.***

A Service Provider survey was developed to conduct an immigrant services gap analysis for East Toronto East. The survey was comprised of 23 questions aimed at collecting information on programs and services available to immigrants in East Toronto, the profile and number of immigrants using these services, the barriers, strengths and agency capacities in serving immigrants, as well as assessing existing service coordination among agencies in the area.

The survey was made available in May 2010 on Survey Monkey and the link was provided to the following 45 agencies working with immigrants in East Toronto:

- Access Alliance Multicultural Community Health Centre
- Bangladeshi-Canadian Community Services
- Dixon Hall
- East End Community Health Centre
- East York East Toronto Family Resources
- East View Neighbourhood Community Centre
- Family Service Toronto
- Riverdale East African Canadian Association
- Greenwood Secondary School
- Madina Masjid
- Mennonite New Life Centre of Toronto
- SEAS Centre
- Neighbourhood Link Support Services
- Warden Woods Community Centre
- Thorncliffe Neighbourhood Office
- South Asian Women's Right Organization
- COSTI Immigrant Services
- Ethiopian Association
- TDSB - Continuing Education Department
- TDSB - Jones Avenue Adult Centre
- City Adult Learning Centre
- Newcomer Women's Services Toronto
- Ralph Thornton Centre
- Community Microskills Development Centre
- PTP
- Community Care East York
- Bethany Baptist Church
- Calvary Church
- Alternatives: East York Mental Health and Counselling Services



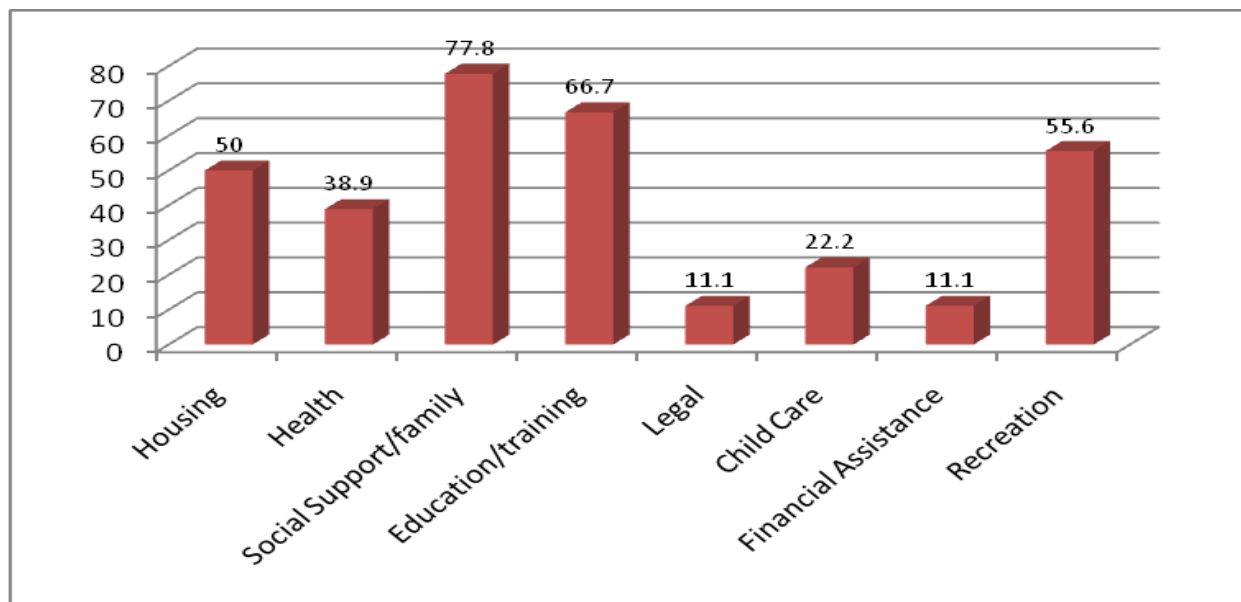
- South Riverdale Community Health Centre
- VPI Danforth Employment Zone
- CAS-Pape Adolescent Resource Centre
- Blake Bloutbee Youth Outreach Service
- Applegrove Community Complex
- East Toronto Community Legal Services
- East York Learning Experience
- Massey Centre
- South Riverdale Community Health Centre
- Touchstone Youth Centre
- Gateway Café
- TASA
- Neighbourhood Centre
- Toronto Public Library
- Oasis Addiction Recovery Society
- WoodGreen Immigrant Services

23 agencies responded to the survey.

Most organizations (52.4%) completing the survey provide both universal as well as targeted services. Only 28.6% of organizations provide only services that are universal in scope. Most organizations have a catchment area (66.7%). In terms of clients using the services annually, agency responses change from 23 to 26,000 people.

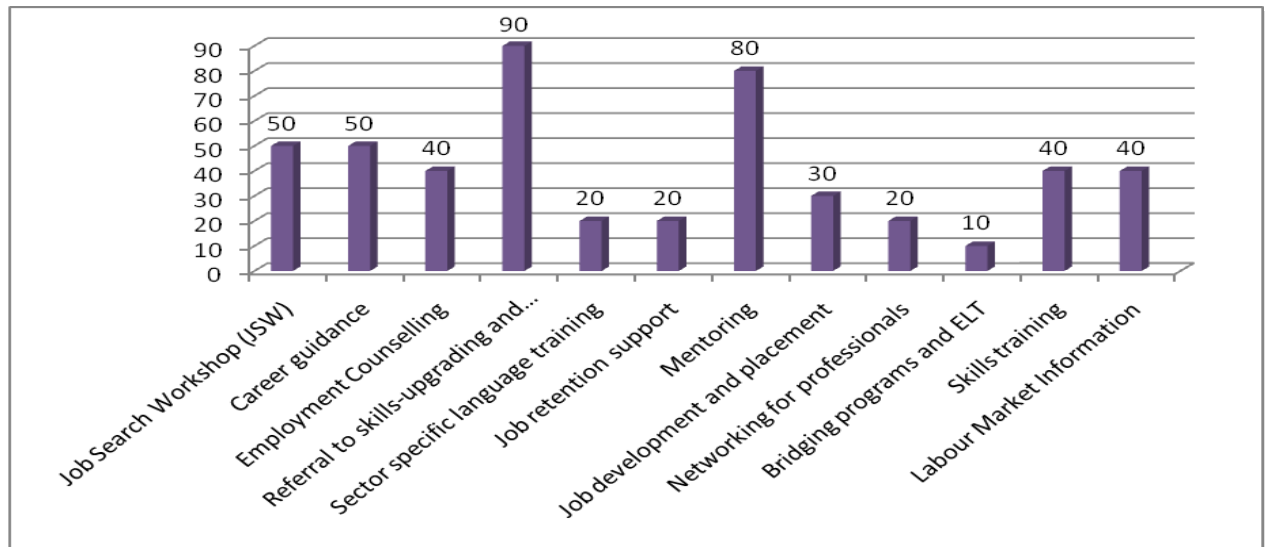
In terms of the scope of services provided for immigrant groups, the survey revealed that there are practically no targeted employment programs for immigrants in the area. Targeted language programs are also missing.

#### A. Key Support Services



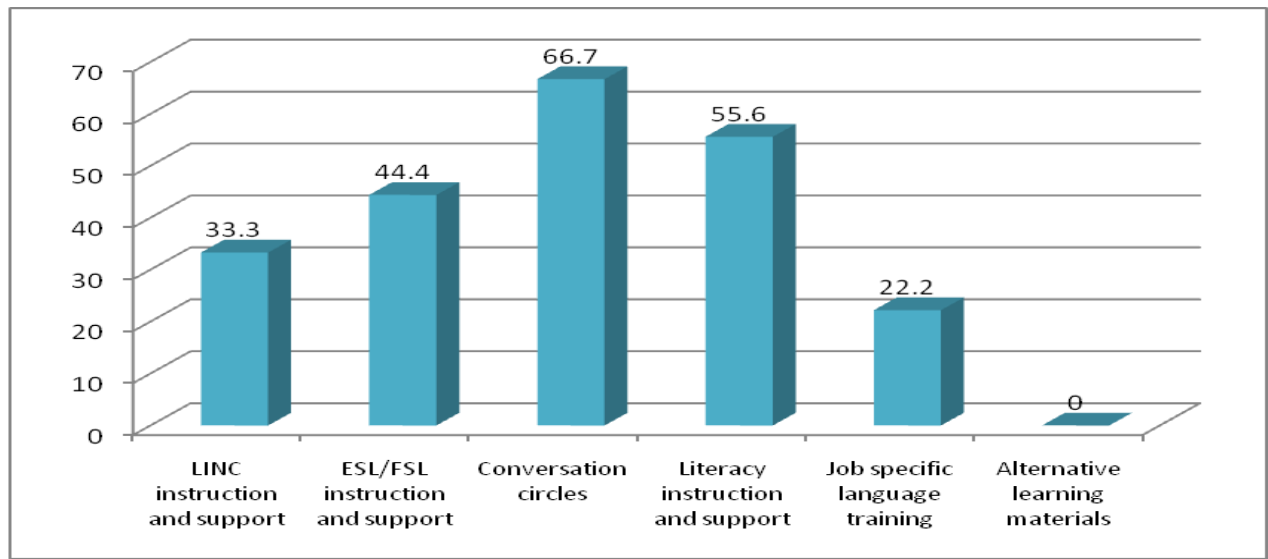
The top three key support services provided in East Toronto are social and family support services (77.8%), education and training services (66.7%) and recreation (55.6%). Two categories of underserved need are legal and financial assistance services (only two organizations indicated that they provide these services). The number of immigrants by agency using key support services annually in East Toronto ranges from 6 to 17,000 people.

## B. Employment Services



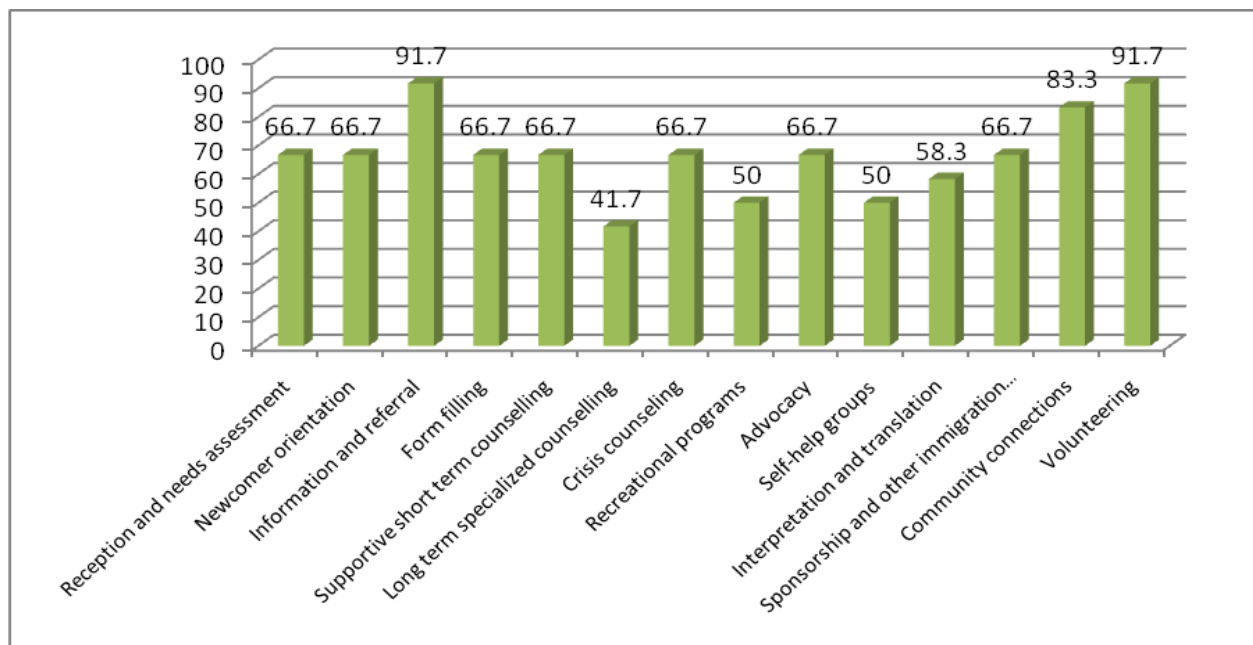
In the area of employment services, referral to skills-upgrading and certification programs as well as mentoring are the most common services available to newcomers. The mentoring has most probably been interpreted by agencies as referring to general activities of guidance in addition to the Host program activities. This point needs to be examined further in any future survey. There is an apparent gap, however, in Bridging and Enhanced Language Training programs, sector specific language training, networking for professionals and job retention support. Annually, anywhere from 300 to 4400 immigrants use agencies providing employment services.

### C. Language Learning Services



In language learning, job specific language training, once again, emerges as a high need area. What is striking though is the absence of alternative language learning materials, which signals the lack of flexibility in language learning programs available to newcomers.

### D. Settlement Services



The top three settlement service areas are information and referral, volunteering and community connections. The service need is very high when it comes to long term specialized counselling. From 1000 to 8500 immigrants visit agencies providing settlement services.

50% of organizations feel that they have the full capacity to serve immigrants most of the time. 12.5 percent, on the other hand, feel that they have limited capacity to serve immigrants. Staff experience, staff time, core and logistical support are all significant barriers to serve immigrants with full capacity. Space does not seem to be a huge barrier though.

40% of organizations have waiting lists, mostly for mental health counselling, child minding, and health services (especially for those who do not have OHIP cards).

In terms of supporting agencies' capacity for effective service delivery, two themes emerge: the need for better connections with other organizations and more collaboration with community partners, and the need for more funding and program flexibility.

Immigrant women seem to be a major immigrant group using the services, followed by immigrant families.

When it comes to service gaps, we have a long list:

- Employment- training/opportunities, job development, childcare and also employment support that targets middle age group
- Services to non-newcomers
- Services for Live-in-Caregivers
- Coordination of settlement services and educational programming
- Community-led advocacy
- Navigating the System training
- Mental health services for newcomers
- Housing- lack of affordable housing, tenants rights
- Services to address family violence amongst the newcomer groups
- Health care options
- Resources for outreach
- Services for newcomer women
- Language barriers/language support beyond LINC
- Daily life information and orientation for newcomers
- Recreational activities

There are many organizations sharing space and staff with each others, doing joint programming and having partnerships. These collaborations include legal clinics, housing agencies, grassroots groups, schools, libraries, Early Years Centres, health care centres, senior serving agencies, youth serving agencies and the City of Toronto.

## Toronto East Local Immigration Partnership

### Partnership Council Terms of Reference (ToRs)

#### 1. Overview:

##### 1.1 Background:

The Ministry of Citizenship & Immigration (MCI), Citizenship & Immigration Canada (CIC) and the City of Toronto developed the Local Immigration Partnership (LIP) concept to facilitate local efforts to help integrate newcomers into their communities. LIPs aim to strengthen the role of local communities in serving, integrating and retaining immigrants through the development and implementation of strategic plans that provide community-specific solutions for achieving newcomer settlement and integration goals.

The Toronto East Partnership Council will lead the Local Immigration Partnership activities in the east end of the former City of Toronto. The partnership council will have a diverse range of representatives and stakeholders from the community in the following Toronto neighbourhoods: Broadview North, Old East York, Danforth Village—East York, Woodbine—Lumsden, Crescent Town, East End—Danforth, Greenwood—Coxwell, Danforth Village—Toronto, North Riverdale, Blake—Jones, South Riverdale and O'Connor—Parkview.

WoodGreen Community Services will be the facilitating agency, bringing together partners, promoting dialogue and deliberation, and coordinating partnership activities. Toronto East LIP staff will act as a secretariat to the project.

##### 1.2 Purpose of these Terms of Reference

LIPs are to organize their work into two phases: the first phase involves creating a process to produce a local settlement plan, with the required end products being:

- i. Terms of Reference that give shape to the process; and
- ii. A Local Settlement Strategy.

The second phase will focus on implementation of this strategy.

##### 1.3 Meaning of these Terms of Reference

These Terms of Reference are meant to reflect the common intention of the subscribing organizations. Terms of Reference are not legally-binding, but they do represent values, approaches and goals that are supported in good faith by these organizations. As far as possible, these Terms of Reference propose processes that are open, consultative and collaborative and that also aim to produce effective and demonstrable outcomes.

#### 1.4 Partnership Mission:

To create an effective and inclusive community consultative process resulting in a comprehensive coordinated settlement strategy for newcomers coming to the east end of Toronto.

#### 1.5 Partnership Vision:

Newcomers coming to the east end of Toronto will feel welcome, supported and empowered in achieving their settlement dreams.

#### 1.6 Partnership Principles and Guiding Values

The partnership supporting these Terms of Reference believes in:

- Respecting each other's diversity in service planning and delivery
- Respecting each other's contributions
- Collaborating to achieve the best coordinated services
- Transparency
- Cultural competency
- Anti-racism, anti-oppression and gender equity

The values and principles underpinning any proposed coordinated settlement service system will include:

- a. **Accessibility** - Services are accessible to all who need them
- b. **Inclusiveness** - Services are offered in an inclusive manner, respectful of, and sensitive to, diversity
- c. **Empowerment** – Services empower clients, and clients are empowered in their settlement journey irrespective of whether they rely on services or not
- e. **Client-focused** - Services respond to needs as defined by users
- f. **Holistic** - Services take account of the complex, multifaceted, interrelated dimensions of settlement and integration
- g. **Asset-based** - A system of service delivery that recognizes and empowers the ability and capacity of newcomers to achieve their settlement goals, which relies on the assets of clients and is not defined solely on the basis of their needs
- h. **Multi-dimensional** - A system that appreciates that the path to settlement and integration will be different for each newcomer and will not always rely upon formal processes and institutional services
- i. **Respectfulness** - Services are delivered in a manner that fully respects the rights and dignity of the individual

- j. **Culturally-sensitive** - Services are delivered in a manner that is culturally sensitive
- k. **Community development** - Services promotes the development of newcomer communities and newcomer participation in the wider community, and develops communities that are welcoming of newcomers
- l. **Community-based** - A system that rests on the strengths of the local community, including local organizations as well as local networks and local assets
- m. **Collaboration** - Services are delivered in a spirit of collaboration
- n. **Accountability** - Service delivery is made accountable to the communities served
- o. **Equity** - Services are oriented towards promoting positive change in the lives of newcomers and in the capacity of society to offer equality of opportunity for all
- p. **Relevance** - Services are based on reliable, up-to-date information
- q. **Effective** – Services that address the needs of clients and that are delivered as far as in possible in a professional manner and according to high standards of program design and program implementation

## **2. Roles and Responsibilities**

### **2.1 Role of the Partnership Council**

The Toronto East Local Immigration Partnership Council will coordinate and oversee the development of a collaborative and comprehensive strategy for newcomer settlement and integration.

Key issues to be addressed are:

- *To improve access to and coordination of (existing) immigrant integration services, including:*
  - *Settlement, language training and labor market integration services;*
  - *Outreach, information and referral services for newcomers;*
- *To work towards the removal of barriers to service and between services;*
- *To identify local services and resources that need to be improved*
- *To support the capacity of newcomers to address their own needs*
- *To seek to alleviate bottlenecks, to resolve conflicts, to seek to provide all necessary technical support for the project*
- *To develop effective relationships with the voluntary and community sector, private sector, public sector, service providers and other stakeholders*
- *To develop effective working relationships with others LIPs*
- *To share and disseminate knowledge and information*
- *To identify appropriate evaluation approaches to track improvements in the newcomer service delivery system*

- *To identify issues that warrant a policy response and to bring these issues to the attention of policy-makers*
- *To work towards a newcomer services strategy that is sustainable, accountable and capable of responding to evolving needs of newcomers, current and future.*

## **2.2 Role of Workgroups**

The Partnership Council may create workgroups in order to focus discussion and deliberation on specific elements of the Settlement Strategy. Workgroups will develop draft components of the Settlement Strategy, which should include:

- A description of the themes and issues covered by the workgroup;
- An elaboration of the challenges sought to be addressed;
- An overview of best practices in this field;
- A description of existing services, initiatives and activities present in the LIP area relevant to the topic;
- Outcomes being proposed and, where possible, timelines;
- As far as possible, assigning responsibility for major strategy tasks, activities or initiatives;
- Identifying how activities or initiatives are to be resourced and, where new resources are required, what are the likely sources and how these are to be obtained;
- Identifying capacity building needs;
- Proposing further research;
- Proposing an evaluation strategy.

Workgroups will meet as required to complete their tasks. Membership in a workgroup is voluntary is not limited to representatives of organizations which form the Partnership Council.

## **2.3 Convening an Executive Directors' Meeting**

The Partnership Council is the directing body for the activities of the East Toronto LIP. Nevertheless, there may arise at times issues of such strategic importance to the direction of the LIP and/or to the interests of the participating organizations that it will be necessary to convene a meeting of the Executive Directors (or an appropriate designate decision-maker) of the LIP partner organizations, in order to facilitate deliberations at the highest decision-making level and to confirm the organizational commitments needed to move forward.

## **2.4 Community Forums**

The LIP will schedule one or more Community Forums in order to consult directly with the broader community. These Community Forums will be at a time and place and conducted in a manner that will be as inclusive and participative as possible.



### **3. Process**

#### **3.1 Membership Composition**

Membership of the Partnership Council will comprise the organizations listed in Annex A:

#### **3.2 New members**

Other organizations having an interest in the goals of this LIP and subscribing to the principles and values affirmed in these Terms of Reference are welcome to join the Partnership Council. The goal of the LIP is to be as inclusive and representative as possible. By indicating in writing their desire to join the Partnership Council and affirming their agreement with these terms of Reference, and upon confirmation by the Partnership Council at its next meeting, an organization becomes a member and these Terms of Reference are automatically amended to include the joining organization as a signatory member.

#### **3.3 Decision-making process for Partnership Council**

The purpose of the Partnership Council is to forge a partnership. Consequently, all decisions of the Partnership Council will be by consensus, that is, no opinion strongly opposed.

#### **3.4 Decision-making process for Executive Directors' Meeting**

The Executive Directors' meeting is expected to function as the executive-level decision-making body of the Partnership Council, addressing higher level issues that consequences in terms of services and funding. As with the Partnership council, it is desirable that the Executive Directors' decisions be made by way of consensus. However, there will be need for a decision-making formula to be determined in advance of a deadlock.

Consequently, at the first Executive Directors' meeting, the first order of business will be to decide on a decision-making process. Executive Directors will need to consider and agree by consensus on:

- a) What constitutes a quorum for the purpose of a vote;
- b) What constitutes a majority for the purpose of a motion passing;
- c) Whether public sector bodies will have voting rights;
- d) What number of votes to assign to a level of government that has more than one division or department participating at the meeting.

Where a vote is taken, the range of perspectives will be reflected in the minutes of the meeting to form part of the record of the Partnership Council's deliberations.

### **3.5 Participation in Partnership Council meetings**

Each member organization of the Partnership Council will be an equal and active partner. The member agency can designate one or more staff to represent the organization at Partnership Council meetings. In order to ensure an efficient process, partner organizations will make all efforts to ensure continuity of attendance at meetings by the same staff. Partner organizations, when unable to attend a Partnership Council meeting, may make their views known to the Council via e-mail, which will form part of that Council meeting's minutes.

### **3.6 Meeting Chair and record keeping**

Partnership Council meetings will be chaired by LIP project staff, unless the Partnership Council decides otherwise. A record of each meeting will be kept by LIP project staff and minutes will be circulated to all Partnership Council meetings in a timely fashion.

### **3.7 Withdrawal from the Partnership Council**

Any organization may withdraw from the Partnership Council by giving notice in writing to the Partnership Council, which notice shall be read at the following Partnership Council meeting. Any organization failing to attend three consecutive Partnership Council meetings may be deemed to have withdrawn unless they communicate in writing their desire to continue as Partnership Council members.

### **3.8 Schedule of Partnership Council meetings**

The schedule for the Partnership Council meetings is attached as **Annex B**.

### **3.8 Review the Purpose of the Partnership Council**

The Partnership Council will review its purpose, goals, objectives and achievements six months after the signing of these Terms of Reference. This review shall include consideration of the role and processes associated with the Partnership Council during the implementation phase of the local Newcomer Settlement Strategy.

### **3.9 Amendments to these Terms of Reference**

Amendments to these Terms of Reference may be made at any time in the same manner as these Terms of Reference were reviewed and affirmed by signature by every member organization.

### **3.10 Conflict of Interest**

Individuals representing organizations shall abide by the Conflict of Interest guidelines attached as **Annex C** to these Terms of Reference.

#### **4. Declaration**

***I the undersigned, agree to commit our organization to support the Toronto East Local Immigration Partnership and to abide by the processes, principles and values as set out in these Terms of Reference dated March 5, 2010.***

**Agency Name:** .....

**Signature:** .....

**Position:** .....

**Date:** .....

**Contact person and alternate:**

1. ....

2. ....

**Address:**

.....

.....

.....

**Phone:** .....

**Email:** .....

**Fax:** .....

**Website:** .....

**Annex: A (ToR)**

**Membership of the Partnership Council will comprise the organizations:**

	Organization
1.	Access Alliance Multicultural Community Health Centre
2.	Bangladeshi-Canadian Community Services
3.	City of Toronto Social Development
4.	City of Toronto - East York Employment & Social Services
5.	Dixon Hall
6.	Riverdale East-African Canadian Association
7.	East End Community Health Community Centre
8.	East York East Toronto Family Resources
9.	Family Service Toronto
10.	Greenwood Secondary School
11.	Madina Masjid Toronto
12.	Mennonite New Life Centre of Toronto
13.	Neighbourhood Link Support Services
14.	Newcomer Women's Services Toronto
15.	SEAS Centre
16.	Thorncliffe Neighbourhood Office
17.	Toronto District School Board, Continuing Education Department
18.	Toronto District School Board, Jones Avenue Adult Learning Centre
19.	Warden Woods Community Services
20.	WoodGreen Community Services

## Annex: B (ToR)

### *The schedule for the Partnership Council meetings*

	Date	Time
1 <sup>st</sup> meeting	January 12, 2010 (Tuesday)	10am. – 12pm.
2 <sup>nd</sup> meeting	February 02, 2010 (Tuesday)	10am. – 12pm.
3 <sup>rd</sup> meeting	March 02, 2010 (Tuesday)	10am. – 12pm.
4 <sup>th</sup> meeting	April 13, 2010 (Tuesday)	10am. – 12pm.
5 <sup>th</sup> meeting	May 11, 2010 (Tuesday)	10am. – 12pm.
6 <sup>th</sup> meeting	June 08, 2010 (Tuesday)	10am. – 12pm.
7 <sup>th</sup> meeting	July 13, 2010 (Tuesday)	10am. – 12pm.
8 <sup>th</sup> meeting	August 10, 2010 (Tuesday)	10am. – 12pm.

## Annex: C (ToR)

### **A policy on Conflict of Interest**

#### **Toronto East Local Immigration Partnership**

#### **Introduction**

The **Partnership Council (PC)** of **Toronto East Local Immigration Partnership** is committed to high standards of ethical conduct and accordingly places great importance on making clear any existing or potential conflict of interest.

#### **Purpose**

The Guidelines provide direction to **PC** Member to assist them in:

- Avoiding any involvement in situations that could lead to a conflict of interest;
- Understanding their responsibilities to disclose a conflict of interest that exists or potentially might exist.

#### **Definition**

A conflict of interest is defined as any situation in which an individual uses information, influence, and/or resources of an organization primarily for personal benefit, or insurance against personal loss, or for that of related individuals, or to benefit organizations to which they belong without prior disclosure of affiliation.

### **Responsibilities**

All Members have a responsibility to recognize and report a conflict of interest situation to the **PC** Table.

### **Policy**

The **PC** places great importance on making clear any existing or potential conflicts of interest. All such conflicts of interest shall be declared by the member concerned and documented in the **PC** Conflicts of Interest Register. A **PC** member who believes another **PC** member has an undeclared conflict of interest should specify in writing the basis of this potential conflict.

### **Procedure**

1. Members shall declare any conflicts of interest either at the start of the **PC** meeting concerned or when a relevant issue arises. The nature of this conflict of interest should be entered into the meeting minutes.
2. Where a conflict of interest or potential conflict of interest is identified and/or registered, the **PC** member concerned shall leave the room as soon as that item comes up for discussion. The concerned **PC** member shall not vote on that issue, nor initiate or take part in any discussion on that topic (either in the meeting or with other **PC** members before or after the **PC** meetings), unless expressly invited to do so by unanimous agreement by all other members present.
3. If a person declares themselves to have existing or potential conflict of interest confidentiality will be respected. If a person alleges that another person has a conflict of interest, whether existing or potential, and if the **PC** cannot resolve this allegation to the satisfaction of both parties the matter shall be referred to the Ethics Sub-Committee. This Sub-Committee will make a recommendation to the **PC** as to what action shall be taken.

### ***Examples of conflict of interest could be (but are not limited to):***

- When a **PC** member or his/her organization or business interests stands to gain financially from any business dealings, programs or services of the Partnership Council.
- When a **PC** member him or herself offers a professional service to the **Partnership Council**.
- When a **PC** member stands to gain personally or professionally from any insider knowledge if that knowledge is used to personal advantage.
- Where a member of the **PC** has a role on the governing body of another organisation, where the activities of that other body may be in direct conflict or competition with the activities of Toronto East Local Immigration Partnership.

## **Toronto East Community Service Inventory is in separate document**

And has been posted to: <http://www.torontoeastlip.blogspot.com/>

## Toronto East Local Immigration Partnership

### Participants list: Workgroups for activity streams

Workgroup	Sl. No.	Name	Agency
Outreach & Information	1	Mirza A. Rahman	Bangladeshi-Canadian Community Services
	2	Janice Babcock	Newcomer Women's Services
	3	Michelle Adams	East York East Toronto Family Resources
	4	Shirin Yilmaz	East End Community Health Center
	5	Hermia Corbette	Neighbourhood Link Support Services
	6	Channah Cohen	WoodGreen Community Services
	7	Hiowle Mohammad	Riverdale East-African Canadian Association
	8	Mary Ann San Juan	Public Library Toronto
Workgroup	Sl. No.	Name	Agency
Navigating Services	1	Elisabeth Ziegler	East York East Toronto Family Resources
	2	Jim Taylor	Neighbourhood centre
	3	Yasmin Ashraf	Thorncliffe Neighbourhood Office
	4	Stephen Vanderherberg	WoodGreen Community Services
	5	Ruichun Tang	WoodGreen Community Services
	6	Golshan Abdmoulaie	Access Alliance
	7	Ellen Curtis	Family Service Toronto
	8	Martin Kengo	Warden Woods Community Centre
	9	Farzana Yusuf	East End Community Health Centre
Workgroup	Sl. No.	Name	Agency
Language Learning	1	Bob Mclellan	Neighbourhood Link Support Services
	2	Kathy Simo	Adult Learning Centre, TDSB, Jones Avenue
	3	Ava Jones	Dixon Hall
	4	Cynthia Ding	Newcomer Women's Services
	5	Patricia Brady	Toronto Adult Student Association
	6	Susan Nielsen	Toronto Adult Student Association
	7	Penelope Karanis	WoodGreen Community Services
Workgroup	Sl. No.	Name	Agency
Labour Market Services	1	Paolo Staffieni	Toronto East Employment & Social Services
	2	Saleem Hall	WoodGreen Community Services
	3	Andrea Valentini	Dixon Hall
	4	Franki Gestel	TDSB-City Adult Learning Centre
	5	Angela Byam	Newcomer Women's Services



	6	Janice Babcock	Newcomer Women's Services
	7	David Cross	WoodGreen Community Services
	8	Patty Mars	Newcomer Women's Services
<b>Workgroup</b>	<b>Sl. No.</b>	<b>Name</b>	<b>Agency</b>
<b>Key Support Services</b>	1	Joanne Gallagher	East end Community Health Centre
	2	Mary Purdon	Dixon Hall
	3	Michele Lupa	East York East Toronto family Resources
	4	AKM Hassan	Harmony Hall
	5	Natasha Alfred	Toronto East general hospital
	6	Maisie Lo	WoodGreen Community services
	7	Tracy Sheriden	City of Toronto
	8	Mario Bianchi	Mennonite New Life Centre
<b>Workgroup</b>	<b>Sl. No.</b>	<b>Name</b>	<b>Agency</b>
<b>Social Network &amp; Community Engagement</b>	1	Afsan Chowdhury	Bangladeshi-Canadian Community Services
	2	Madhavi Reddy	Action for Neighbourhood Change
	3	Angela Byam	Newcomer Women's Services
	4	Natalia Koroleva	YMCA
	5	Adriana Salazar	Mennonite New Life Centre
	6	Shaida Addetia	WoodGreen Community Services
	7	Tom Zizys	Consultant Toronto East LIP
<b>Workgroup</b>	<b>Sl. No.</b>	<b>Name</b>	<b>Agency</b>
<b>Child Care Option</b>	1	Michele Lupa	East York East Toronto family Resources
	2	Shaida Addetia	WoodGreen Community Services
	3	Anne Hepditch	Children's Services, City of Toronto
	4	Elaine Levy	Child Care Services, WoodGreen
	5	Sultana Jahangir	South Asian Women's Rights Organization
	6	Tom Zizys	Consultant, Toronto East LIP

## Toronto East Local Immigration Partnership

### Community Forums: Composite Notes and Recommendations

Forum Information	Main Recommendations
<p><b>Location:</b> Greenwood Secondary School</p> <p><b>No. of Participants:</b> 16 Youth- ESL training group (grade 9 and 10 students)</p> <p><b>Countries of Origin:</b> Afghanistan, China, Check Republic, Israel, Mexico, Pakistan and Ukraine.</p>	<p><b>Information and Settlement:</b></p> <ul style="list-style-type: none"> <li>For the entire group the initial source of information in their settlement process was family, friends and community who speak the same language</li> <li>Youth need information about various services: learning language, cross culture communication, youth rights, dealing with bullies, use of TTC and map, ATM and visa card, sports and recreational activities</li> <li>Getting information at school about different services and programs helps our parents to know about different services – an agency representative visit to our school giving services information and brochure in our languages would be helpful for the entire family</li> </ul> <p><b>Language:</b></p> <ul style="list-style-type: none"> <li>Information from someone who can speak our language will be easier for us and will feel more comfortable to talk and ask questions – we cannot talk or ask questions from a person with a strong English accent. Because of our weaker English language skills, we avoided accessing any services- we don't know if agencies has services in different languages</li> <li>The most difficult part of settling in Canada is the inability to communicate in English- without knowing the language it is difficult to find a job, access medical services, find a house or make friends – people make fun of our language skills</li> <li>English language trainings to improve English speaking - ESL would have been better if we have more conversation - Organizing Conversation Club will help to improve our English communication and learn proper accent</li> </ul> <p><b>Employment:</b></p> <ul style="list-style-type: none"> <li>Summer or part time jobs to help families as well as support ourselves – help required in job related information and preparing resumes</li> </ul> <p><b>Others:</b></p> <ul style="list-style-type: none"> <li>As a refugee – facing an uncertain life</li> </ul>
<p><b>Location:</b> TDSB – Jones Ave</p>	<p><b>Settlement and Information:</b></p> <ul style="list-style-type: none"> <li>Majority got most information from family, friends , neighbors, church, community centers,</li> </ul>

<p><b>No. of Participants:</b> 31 Adult – ESL group (newcomers group from 3 months to 5 years including Int. Professional Trained )</p> <p><b>Countries of Origin:</b> Afghanistan, China, Eastern Europe, India, Pakistan, Russia, Turkey,</p>	<p>internet – Never visited any agency - earlier immigrants advised visiting an agency was waste of time and the information offered is not helpful</p> <ul style="list-style-type: none"> <li>• Information should be easily accessible, instead of having to call an agency, making an appointment and meeting with the settlement councilors - even agencies councilors don't have enough capacity to deal with newcomers - firstly, agencies should increase the capacity of their staff – oftentimes we don't get the information we need even when we go to the agency</li> <li>• Language is key to getting information – e.g. CIC provide documents at the airport but not everyone able to use these because of their English language difficulties</li> <li>• Agencies should use TDSB facilities and present their information in our classes - agencies should have more coordination for sharing information with newcomers</li> <li>• Settlement in Canada is extremely difficult; if we would have prior information that settlement in Canada is that difficult we would have not immigrated – settlement information before arrival is key to decide for immigration</li> <li>• Need prior arrival or upon arrival information about housing. Information about immigration to Canada and life in Canada is advertised in their respective countries' local newspapers by Immigration Consultants who paint far too rosy a picture – the reality is different</li> <li>• Housing is one of the difficult parts of settlement. No idea where to go upon arrival. Full time airport service in different languages is required for newcomers upon arrival. Getting an apartment or house here requires a background check, guarantor and credit check – how can a newcomers have credit history and where to find guarantor - renting conditions should be removed for newcomers</li> <li>• CIC has already done a background criminal check prior to granting an immigrant visa - CIC should give a letter to newcomers upon arrival at the airport that a criminal check has already been made and facilitate renting an apartment OR CIC should reserve a place for newcomers or arrange a temporary shelter</li> <li>• Need interpreters and translators to be available within the healthcare sector for at least the first 2 years during the settlement process of newcomers - information in native language regarding the basic necessities of life should be inserted into your immigration application</li> </ul> <p><b>Language</b></p> <ul style="list-style-type: none"> <li>• ESL classes need to be more practical- in ESL classes a lot of work is done on paper, but we need to converse with others - we need to speak with others at the same level as us, instead</li> </ul>
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	<p>of writing and grammar - communication in the real world is problematic</p> <ul style="list-style-type: none"> <li>• Link classroom learning to real world situations- make learning relevant -need to create everyday real world opportunities to speak English- need to practice to improve English and then our confidence will increase- the conversational level of English not changing for these immigrants - differentiated conversational levels exist within the classroom, so it's difficult to talk amongst ourselves</li> <li>• Need opportunities for practice -More guest speakers in the class room (Host community, Local community leaders, Seniors), workshop, skill based presentation in the class – conduct a skills inventory of current students in the ESL class</li> <li>• Link between schools, employers, service provider and community -More activity in the ESL school - enter school group program (to meet new friends, culture) - Seniors can come to the ESL school</li> </ul> <p><b>Employment:</b></p> <ul style="list-style-type: none"> <li>• We have wasted our life here in Canada having professional degrees and invested too much in getting our professional degrees back home – Inform newcomers prior to immigrating that there is no need of Doctors and Engineers but Canada simply need labourers</li> <li>• Immigration is not only a brain drain but Canada is killing professionals – Canada is the cemetery of newcomers brain and talent – all highly educated and skilled people are on street - Please give us a real picture of Canada and about the life here prior to arrival</li> <li>• Doctors' degrees and qualification should be recognized – inform us about the training and we are ready to do it if it is the way to get job here - Accreditation system is problematic – those who are doing accreditation don't know English language properly</li> <li>• No opportunities for Professionals – there is internal job market defense system that don't allow newcomers to enter in professional fields</li> <li>• Racism is a key barrier in getting job – your name apparently identifies your nationality and that create problems in getting jobs - fake jobs posting – most jobs are filled internally – stop these activities -</li> <li>• Job search workshop, meeting with employment counselors or any other workshop that agencies organized are not effective and just waste of time – not effective because visited agency more than 3 times and met with employment counselors but so far no response – No need for preparing resumes but we need jobs – Even getting volunteer placement is difficult</li> </ul>
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	<ul style="list-style-type: none"> <li>• Employment Counselors recommends websites to keep on applying that we already know – what is the role of Employment Counselors and why they are working in agency if they cannot provide concrete help in finding jobs - Employment Services are not useful agencies; there is a need to build the capacity of Employment Counselors</li> <li>• For Canadian experience, newcomers be used as a resource within the school – we could act as ambassadors, translators, interpreters, so they could put something on their résumé</li> <li>• Newcomers paying 300 CAD to private employment agencies but get fired after 3 months – CIC should do something about such fake private employment agencies - Employers take advantage of newcomers workers because they don't know their legal rights or they are afraid to speak out - employers pay a fixed low salary for the week regardless of the hours worked - some industries they referred to were childcare, food services, retail and working in a factory</li> <li>• CIC should adopt Scandinavian approach for immigrants integration – Norway provide temporary shelter and fully funded 11 months all day training to newcomer Doctors (a few months for other categories) – New skilled immigrants learn the language and about safety, work environment and technical details of their respective fields and then the government helps them to enter the real job market by paying their first month salary – the immigrants then are on their own</li> <li>• Regarding self employment: there is no support to set up businesses- no network- no starting income- suggestions for self-employment:             <ul style="list-style-type: none"> <li>○ loans from banks at reduced interest rates</li> <li>○ provide information in different languages as to how to start up a small business</li> <li>○ provide access to multilingual staff that can answer your questions</li> <li>○ provide interpreters and translators as the need arises</li> </ul> </li> </ul>
<p><b>Location:</b> Taylor Massey Neighbourhood (Crescent Town) – ANC office</p> <p><b>No. of Participants:</b> 12 persons including newcomer's skilled immigrants, Int. Trained Professional and</p>	<p><b>Information and Settlement:</b></p> <ul style="list-style-type: none"> <li>• Received settlement information from Friends, relatives or community – there is a lack of services and information in this neighbourhood even though there exists some 40 different service provider agencies – the system needs coordination between agencies in this neighbourhood</li> <li>• Immigration Officer don't tell us how life really will be in Canada – to avoid our disappointment and to have information about the situation in Canada – we get misleading information before arrival about the life in Canada – we cannot work in our field</li> </ul>

<p>Refugees.</p> <p><b>Countries of Origin:</b> Albania (1), Columbia (2), Nigeria (3), Philippine (1), Romania (1), Bangladesh (2)</p>	<p>(Professional Engineer) – CIC should provide job related information in our professional fields - pre-arrival information back home is vital</p> <ul style="list-style-type: none"> <li>• Being a refugee I got information from YMCA; the problem is getting job related information</li> </ul> <p><b>Language:</b></p> <ul style="list-style-type: none"> <li>• LINC and ESL were not a good experience – Instructor give a lot of material for reading that is difficult to understand – some time playing music as part of learning language – we were in ESL for two years but no improvement and left it</li> <li>• One of immigration benchmark i.e. IELTS set by CIC for is not working – newcomers get the highest scores back home and when they take the test here they get 3 or 4 level – CIC should think about improvements</li> <li>• For learning Language there should be conversation class instead of LINC or ESL – newcomers from the same native languages should not be allowed to sit in the same conversation group</li> <li>• Ontario and CIC should provide financial assistance to those who are learning English language – this system works successfully in Québec and can be implemented here</li> <li>• Language training while on job – newcomers will learn fast and get more benefit of it</li> </ul> <p><b>Refugee's issues:</b></p> <ul style="list-style-type: none"> <li>• Refugees claimant – getting refugee status process is too long in Canada - CIC should provide information during our stay in shelter – children's education is suffering while in the shelter – facing issues in family re-unification – CIC should make the process easy and fast</li> <li>• Being a professional engineer I wanted to work but I cannot get into the mainstream economy – for employment refugees need work permit – CIC has a lengthy process and it takes 16 weeks to process such a request – it is extremely difficult to get in touch with CIC by phone</li> <li>• Refugees are getting Ontario Works (Social Assistance) that is too low to cover our expenses and not enough to survive – need to work but it is not allowed. CIC should do proper planning for refugees</li> <li>• Survival jobs do not exist for refugees- Canadian experience is big hurdle - refugees need short-term training or relevant up-grading courses to be ready for job market – refugees are not authorized and granting study permit takes a long time - CIC should allow us to integrate in the system</li> </ul>
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	<p><b>Employment:</b></p> <ul style="list-style-type: none"> <li>• Professional Associations are a key barrier to getting a job in professional fields- they are powerful, influential and always protect their own system and training e.g. If a person is not a member of the Professional Engineers of Ontario – it is extremely difficult to get a job</li> <li>• Expand Bridging Programs quicker integration of newcomer professionals - CIC needs to have more coordination and communication between their own different section how to deal with newcomers issues – CIC don't give proper information about the job market in Canada</li> <li>• CIC immigration policy is failing world-wide – a number of third world countries are losing their qualified and trained professionals who are immigrating to Canada, e.g. Doctors and Engineers but these professionals have no future here – If they cannot get real professional jobs as doctors give them an opportunity as a registrant at a hospital so they will get experience as well information about the system</li> <li>• CIC lack of information cost me losing my good life back home in Europe – I got information from website and immigration forums about the life here – in search of better life I lost my good life and my career - everything change for me and I moved down to lower standard of living</li> <li>• Engage Employers - develop partnerships with universities and credential assessment bodies that might help newcomers in getting jobs</li> </ul>
<p><b>Location:</b> Donlands Parent Drop-In (EYET Family Resource Program)</p> <p><b>No. of Participants:</b> 5 Caregivers (Women)</p> <p><b>Countries of Origin:</b> Japan, Bangladesh, Phillipines</p>	<p><b>Information and Settlement</b></p> <ul style="list-style-type: none"> <li>• Immigrating to Canada is more difficult now than it used to be – was easier to find work, did not have to wait for health care</li> <li>• Rely heavily on friends and families especially if you are being sponsored by them</li> <li>• Employer sponsored worker – easy to find position – difficult to stay (no recourse if things are not working out)</li> <li>• How to get information to people: internet, bus ads, when calling for information – too long a wait (that's why people rely on friends and family, they cannot get someone on the phone)</li> <li>• Automated messages do not work – newcomers who have little English skills do not understand the messages</li> </ul> <p><b>Language</b></p> <ul style="list-style-type: none"> <li>• Make the language classes more conversational</li> <li>• Make classes more frequent</li> </ul>

	<ul style="list-style-type: none"> <li>Classes should be shorter – but more intense</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>Kids went to counselors to get help about their education and career, but parents don't know the system or the options – need to explain to parents the post-secondary school system – even for those parents that have university degrees – North American system is different</li> </ul> <p><b>Employment</b></p> <ul style="list-style-type: none"> <li>Employers believe people who are trained here are better educated</li> <li>Very difficult if you are internationally trained</li> <li>Canadian credentials seems to be the only thing employers consider</li> <li>Only find work through friends and family</li> </ul>
<p><b>Location:</b> Eastview Community Centre</p> <p><b>No. of Participants:</b> 18 (17 Men, 1 Woman) (most participants were trained professionals doctors and engineers)</p> <p><b>Countries of Origin:</b> Somalia, Ethiopia</p>	<p><b>Information and Settlement:</b></p> <ul style="list-style-type: none"> <li>Relied on friends and family for information – never visited any agency for assistance</li> <li>Information people receive back home is not a true reflection of the situation especially for trained professionals – people decide to come here because they believe they will be able to work in their professions – they are told they will be able to work in their professions</li> <li>CIC immigration process is misleading</li> <li>As a GAR, government supported me but – I was expecting an orientation (this is what you have to do to work as an engineer – this is the pathway you must take)</li> <li>In Canada I found physical peace but no mental peace</li> <li>Information is not readily accessible</li> <li>CIC uses a 'one size fits all' approach to immigration</li> </ul> <p><b>Language</b></p> <ul style="list-style-type: none"> <li>Attended ESL but could not complete because I had to go to work – class was too long</li> <li>Newcomers should be supported while they are settling</li> <li>ESL should also have extended hours in evenings and weekends</li> </ul> <p><b>Employment</b></p> <ul style="list-style-type: none"> <li>Professionals should have access to libraries (medical and engineering) to study and prepare for exams</li> <li>Professionals should be able to audit courses, attend lectures and workshops</li> <li>Employment is found through friends and family</li> <li>Newcomers should be able to connect with/network with experts from their field to learn</li> </ul>



	<p>more about how things work here</p> <ul style="list-style-type: none"> <li>• Canadian experience and Canadian License is a big hurdle – especially when associations are not giving out enough licenses per year – long waiting list</li> <li>• Needs to be coordination between CIC, MTCU and Licensing associations</li> </ul>
<p><b>Location:</b> WoodGreen Sisters in Action (Muslim girls homework club)</p> <p><b>No. of Participants:</b> 13 Women (Mothers, Sisters and Grandmothers of homework club members)</p> <p><b>Countries of Origin:</b> India, Somalia</p>	<p><b>Information and Settlement:</b></p> <ul style="list-style-type: none"> <li>• Need orientation and integration into Canadian society – children talk about things that parents don’t understand</li> <li>• A lot of reliance on friends and family – people do not want to impose so they struggle quietly in their goal for self-reliance</li> <li>• Men learn more, settle faster in the first three years – women are home raising children – should continue to provide services to those who have received their citizenship, if they need it</li> <li>• Schools have been very helpful – they offer translation if needed so we can talk with teacher and principal (we need this service for medical appointments too)</li> <li>• Need orientation into Canadian society – children talk about things they learn at school and parents are not familiar – parents and children grow apart</li> <li>• The point system is deceiving – professionals cannot work as professionals in this country – they must settle for a lesser job</li> <li>• Information could be dispersed through <ul style="list-style-type: none"> <li>○ a welcome booth at the airport</li> <li>○ through schools</li> <li>○ through ethno-cultural associations</li> <li>○ through community centers</li> <li>○ through local community agencies like WoodGreen</li> <li>○ the communication board outside of the WoodGreen employment centre</li> <li>○ agencies that are staffed with individuals that speak your language</li> </ul> </li> </ul> <p><b>Language</b></p> <ul style="list-style-type: none"> <li>• English learning classes need to be available to women for longer than 3 years (women are at home raising children – once children are in school full time – it is too late for women to take classes)</li> <li>• Men achieve more in 3 years</li> <li>• Learning English is the first priority – need more English classes</li> </ul>

	<ul style="list-style-type: none"> <li>• Language classes are also places where people network and socialize</li> <li>• More daycare needed for ESL/LINC classes</li> <li>• Ideal time for classes is while children are at school</li> <li>• Accommodations should be made for those who become citizens but still need to learn the language</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Need after-school activities that do not interfere with mosque time</li> <li>• Need more affordable summer camps – not enough spaces in City camps</li> </ul> <p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• People find employment through friends – many people do not have references so would not be able to find a job otherwise</li> <li>• Informal employment is an important part of settlement because: <ul style="list-style-type: none"> <li>○ it pays the monthly rent</li> <li>○ it gets you Canadian experience</li> <li>○ it allows you to work despite the language barrier</li> <li>○ it gives you the opportunity to learn the language because you are immersed in it</li> <li>○ it is a job- informal employment is the only type of employment available</li> </ul> </li> <li>• Why do people take these jobs- they offer no benefits, you have no rights, - it can be dangerous- <ul style="list-style-type: none"> <li>○ they take it out of immediate need</li> <li>○ they can work for cash</li> <li>○ they are the only jobs available</li> <li>○ people take it for extra pocket money so their children can get brand name items</li> <li>○ people cannot fill out the application forms, so it is easier for them to take these jobs</li> <li>○ people are terrified by the interview/job process</li> </ul> </li> </ul>
<p><b>Location:</b> Madina Mosque</p> <p><b>No. of Participants:</b> 3 newcomer and Masjid Board</p>	<ul style="list-style-type: none"> <li>• Landed a week ago and today's approach Mosque to get information about different settlement services , housing and channel for employment – have done a lot of research through internet before coming here – it is different getting information from internet compared to what you can learn when someone tells you verbally</li> <li>• Don't know about any services provider agency or housing – staying in hotel since arrival and got news about LIP meeting today in Mosque – need to get connected with professional services</li> </ul>

<p><b>Countries of Origin:</b> India and Pakistan</p>	<ul style="list-style-type: none"> <li>• Professional doctors and financial advisors – got information that for medical professional it is difficult to get jobs here in Canada – don't know how to get information about employment and how to get connected with someone from same professional field</li> <li>• Children education information is required and about the education system – referred to WoodGreen Community Services</li> <li>• Masjid and Toronto East LIP should work and partnership for providing information to newcomers, so that they can be on their track</li> <li>• The information they are getting their community may not be up to-date</li> <li>• Masjid should refer newcomer to proper services provider as these services are main for them. For example today's meeting newcomer asked whether the services provided by the agencies are charging fees for their services. Another example was newcomer who is present in the forum they don't know the services which is very close to the Masjid. Newcomers used to visit the Masjid to find their own community people and settlement information.</li> </ul>
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## Local BIAs and Employment Services Meeting

Toronto East Local Immigration Partnership (LIP)

### Minutes

**Attendance:** Subbu Chintaluri (Gerrard India Bazaar BIA), Clorraine Dennie and Jim Parker (Pape Village BIA), Deborah Etsten (Beach BIA), Fabio Crespín and Saleem Hall (WoodGreen Community Services), Ann Evans and Paul Larson (Neighbourhood Link), Patty Mars and Janice Babcock (Newcomer Women's Services)

**Staff:** Diane Dyson (Manager of Planning and Research), Tom Zizys (LIP Consultant, Chair), Sandra Guerra (LIP Partnership Coordinator, Notetaker)

**Regrets:** Cynthia Speranza (Danforth Mosaic BIA), Bernard Loh (Chinese Chamber of Commerce)

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### 1. INTRODUCTIONS

Tom welcomed everyone and thanked them all for attending. Everyone introduced themselves.

### 2. CONTEXT SETTING

Tom gave a brief overview of the LIP project. Funded through CIC (Citizenship Immigration Canada) the LIP project's goal is to develop a local settlement strategy that welcomes newcomers to the neighbourhood and engages them in the local labour market. This meeting is part of the consultation process with the local business sector.

### 3. THE VIEW FROM EMPLOYERS

Each BIA was given some time to talk about their membership and neighbourhood

Gerrard India Bazaar BIA

- The BIA has one staff person
- About 50 businesses in membership
- Mostly restaurants, fashion, jewelry stores
- Mostly family-owned
- Businesses may offer some temporary positions
- BIA is not involved in the individual business practices
- Businesses rely heavily on customers from elsewhere (other parts of the city, other cities) to shop here
- 50% of our budget is spent on advertising – OMNI, newspapers, ethnic media

- Produces a local business directory 40-50,000 a year
- Only 2 businesses are not retail/restaurant (1 local bank, 1 vet)

#### Beach BIA

- The BIA has one staff person
- About 350+ businesses
- Mostly restaurants/sales positions
- It is difficult to communicate with businesses – urgent things are hard to get out
- Planned events work better
- Many of the customers are from other parts of the city, tourists etc
- Marketing, attracting customers in off-season is a challenge
- About 10% of business is not retail/restaurant

#### Pape Village BIA

- The BIA has one staff person
- About 100 small businesses
- Most of the customers are local people who live in the neighbourhood
- About 5% of business is not retail/restaurant

#### Major issues facing businesses ( in all 3 BIAs)

- Attracting customers to area (in off-season)
- Beautifying the street
- Safety/security

## 4. THE VIEW FROM AGENCIES

Neighbourhood Link [www.neighbourhoodlink.org](http://www.neighbourhoodlink.org) Ann Evans 416-691-7407 x326

- Works with newcomers and other community members on issues of employment, employment readiness, job search, volunteering etc
- Starting August 1 – will be offering wage subsidies for employment placements
- Works with youth, seniors
- Employment Resource Centre
- Volunteer programs

WoodGreen [www.woodgreen.org](http://www.woodgreen.org) Saleem Hall 416-462-3110 x2317

- Works with businesses, partners and community members
- Offers job-shadowing, mentoring and volunteer opportunities

- Settlement programs, youth programs
- Employment Resource Centre
- Starting August 1 –will be offering wage subsidies for employment placements

Newcomer Women's Services [www.newcomerwomen.org](http://www.newcomerwomen.org) Patty Mars 416-751-8890

- Works with newcomer women
- Offers settlement services, English language classes
- Also offers bookkeeping, customer service, self-esteem programs
- Offers businesses employee retention, cash register training/money detection programs
- Offers placement subsidies (not wage subsidies) for employment placements

## 5. HOW EMPLOYMENT AGENCIES CAN HELP LOCAL BUSINESSES

- Provide volunteers
  - to assist BIAs
  - to assist businesses (Job-Shadowing, Job Mentoring)
  - to assist with community meetings, events and festivals
  - to assist with the marketing of the neighbourhoods/businesses (design flyers and other marketing material)
- Provide customer service training for new and existing staff
- Assist with advertising the businesses/neighbourhood through agency programs
- Provide a central website with resumes of trained, employment ready people which businesses could access when looking for staff, businesses who are not online can call an agency staff person
- Starting August 1<sup>st</sup>, provide wage subsidies for employment placements

## 6. WHERE DO WE GO FROM HERE

- Everyone expressed interest in meeting again. Toronto East LIP will facilitate another meeting when we have more information about the wage subsidies and have developed our settlement strategy.

## Toronto East Local Immigration Partnership

### Project activity (October 2009 – September 2010)

<b>Activities for the month of October – November 2009</b> <i>Most of the project activities have focused on project start-up. The team has drafted some initial planning documents, including information sheets, logic models, and Gantt activity charts. Resources and central files have also been set up.</i>	
1	Staff hired and in place
2	Project phases & activities outlined; timing being set
3	Resource files built & being supplemented
4	Participation in neighboring LIPs
<b>Activities for the month of December 2009</b> <i>Most of the project activities have focused on partnership development. Local agencies are being contacted and updated on the project start-up. The team has drafted some initial planning documents. The Research &amp; Evaluation Coordinator joined the project mid-December and began the collection of demographic data. A project consultant, Tom Zizys, also began work with the team to shape the project activities and coordinate deliverables and guide community outreach.</i>	
1	Confirmation of Project Partners
2	Planning for first Partnership Council meeting
3	Participation in neighboring LIPs
4	Community outreach and recruitment of additional members in the partnership
<b>Activities for the month of January 2010</b> <b>1<sup>st</sup> Partnership Council meeting was held on January 12, 2010.</b> Discussion focused on 4 key areas and the ways in which the project would proceed: <ul style="list-style-type: none"> <li>• <i>Coordination of settlement services locally</i></li> <li>• <i>Improved access to labour market for newcomers</i></li> <li>• <i>Strengthened local capacity to receive and integrate newcomers</i></li> <li>• <i>Establishment of partnerships</i></li> </ul> Attendees identified the following key questions: <ul style="list-style-type: none"> <li>• <i>Need to understand and connect with the reality of a newcomer's settlement experience and not just take a service provider's view of how to link up formal services;</i></li> <li>• <i>Need to rely on an appreciation of a newcomer's strengths and assets and not just rely on an approach that frames issues in terms of newcomer's deficits;</i></li> <li>• <i>Consultations with the community should take it to the next level of deliberation, rather than engage in a review of the same litany of what's wrong.</i></li> </ul>	
1	Initial Council meeting
2	Outreach and on-going recruitment: The Council and others in the community identified the

	importance of broadening the planning to include grassroots and ethno-specific service groups and, also, businesses.
3	Key areas of Terms of Reference identified
4	Start working on Demographic profiles and identification on focus communities in the Toronto East area
5	<p>Research: Start working on service pathway maps for newcomers at various stages. Staff has begun to map local services available to newcomers.</p> <p>The Toronto East LIP has been coordinating some common data asks from data holders such as the Toronto District School Board. Because of Statistics Canada licensing issues, we have been unable to identify a data source for home language/mother tongue.</p>
<b>Activities for the month of February 2010</b> <i>2<sup>nd</sup> Partnership Council meeting was held on February 2, 2010</i>	
1	Outreach and on-going recruitment for Partnership Council
2	Terms of Reference (ToR) proposed PC members reviewed principles and main areas of ToR. Staff took that input and re-drafted so that a final version could be presented at March meeting.
3	<p><b>Research supports for project:</b>  <i>Additional data purchase to allow examination at Census Tract level.</i>  Four key areas of focus:</p> <ul style="list-style-type: none"> <li>• Broadening demographic data collection to include other data sources, such as school board.</li> <li>• Mapping service pathways that newcomers use.</li> <li>• Mapping local services and their availability.</li> <li>• Broaden data sources to include City of Toronto data</li> </ul>
4	<p><b>Sharpen focus on labour market:</b>  Convening meeting with former Toronto Training Board, now TWIG, and interested parties.</p>
5	Participation in neighboring LIPs
<b>Activities for the month of March 2010</b> <i>3<sup>rd</sup> Partnership Council meeting was held on March 02, 2010</i> <i>Main activities were on Partnership Council Term of Reference, Workgroups for 6 activity streams, Mapping Local Services, Mapping of Informal Settlement Services and Service coordination</i>  <b>Submitted Interim Project Progress Report on March 10, 2010</b>  <p><b>Summary of activities:</b> <i>Most of the activity focused on procedures and process on how the Partnership is to be establish, members are to be selected, decision making, quorum and governance, data base on immigrants in the community and related service planning. Partnership council has been developed; Term of Reference (ToR) has been agreed by the members. 6 activity streams has been identified and agreed by the Partnership Council. Initial research has been done on each activity streams and</i></p>	



<i>summarizes the knowledge of each activity streams. A blog has been developed as a central repository of documents for the Partnership Council and is open to the public.</i>	
1	<b>Establishment Partnership Council</b>
2	<b>Terms of reference has been agreed by the members</b>
3	<p><b>6 activity streams has been identified and agreed by the Partnership Council those are:</b></p> <ul style="list-style-type: none"> <li>❖ Outreach &amp; information</li> <li>❖ Navigating services,</li> <li>❖ Language training</li> <li>❖ Labour market services</li> <li>❖ Core support services and</li> <li>❖ Social network &amp; Community engagement.</li> </ul>
4	<p><b>Research &amp; program assessment:</b></p> <ul style="list-style-type: none"> <li>• Database of immigrants and related service planning, program assessment &amp; needs assessment, settlement services &amp; capacity of the service providers are in the process.</li> <li>• Basic demographic data for 36 census tracts in Toronto East. More detailed demographic data for 4 clusters in Toronto East on: age, language, immigration &amp; citizenship, education, income and housing.</li> <li>• Comparative demographic profile for 4 clusters Toronto East and the rest of Toronto East, mapping schools in 4 clusters, data sets on immigrant source country, recent immigrants and top languages at Elementary school level at Toronto East.</li> <li>• Initial research has been done on best practices and challenges in the areas of 6 activity streams</li> <li>• Staff has started the process of mapping services. A comprehensive framework has been developed, presented to the Partnership Council and revised according to feedback and suggestions from partners. The services are grouped into 18 categories including: Agencies, BIAs, Business and Institutions, Children/Families/Caregivers, Community and Recreation centers, Community Groups, Emergency Services, Employment Services, Government Services, Health, Housing, Legal, Libraries, Media, Places of Worship, Schools, Space and Other Community Resources. Some of the categories are completed although the mapping will be an ongoing process for this phase.</li> <li>• Staff team mapping informal settlement pathways in the Toronto east area.</li> <li>• Staff prepared an “Agencies’ Profiles” document which was distributed to all Partnership Council Members and will be used to introduce new members to the Council. The document lists the agencies name, address, website and contact information as well as a short service profile describing programs offered.</li> <li>• One or more Community Forums will be schedule in order to consult directly with the broader community.</li> </ul>

5	A <b>Web blog</b> has been developed as a central repository of documents for the Partnership Council. Each month the agenda, minutes, presentation and all other documents and handouts are posted on the blog for members to access. The blog is unlisted but does not require membership or log in to view and is open to the public. The blog may become a place where both Council members and staff can post other relevant information, announcements, research, comments or suggestions that would be of interest to the rest of the group.
6	<b>Developing strategic plan:</b> Staff team initiated outreach to identify and recruit relevant stakeholders in the Work Groups for each activity stream. The Work Groups will each meet individually between mid-April and late June, possibly three to five times, depending on what progress they can make. Workgroups will help clarify the issues under their themes, come to an understanding about learning in this field, conceptualize broad desired outcomes and develop plans for implementation steps.
<b>Activities for the month of April 2010</b>  <b>4<sup>th</sup> Partnership Council meeting was held on April 13, 2010.</b> The main discussion was on the process for the Work Groups, their agenda and meeting schedule.  <b>Toronto LIPs Labour Market meeting has been held on April 14, 2010</b> Toronto East LIP took an initiative by inviting all LIPs for Labour Market meetings to build coordination and a joint strategy for addressing the newcomer's integration in Labour market by enhancing employment opportunities for newcomers in all LIPs area.  <b>All Work Groups: 1<sup>st</sup> session for six activity streams was held on April 21, 2010.</b> Workgroups 1 <sup>st</sup> meeting session was held on April 21, 2010 where six workgroups from different service providers and agencies participated. PC members were provided an overview of the six workgroups and the expected outcome from each workgroup for broader strategic direction.	
1	<b>ToR completed. Council has agreed to main areas</b>
2	<b>Six Workgroups</b> were identified for the Toronto East area. The process of forming the workgroup was explained to the PC meeting. Workgroup has been formed by PC members, staff from the agencies and community groups interested in any particular activity streams. The first meeting of the work groups focused on identifying all the issues and challenges relating to newcomer.
3	<b>Research</b> Comprehensive research has been made to compile the information; <ul style="list-style-type: none"> <li>- Analysis of Stats Can detailed CT data,</li> <li>- Preparation of tables on newcomers- top source countries and top home languages</li> <li>- Detailed tables on occupations data for both Toronto East and the clusters</li> <li>- Research on six activity streams identifying major challenges and assets</li> </ul>
4	<b>Outreach and on going recruitment:</b> Outreach for recruitment of additional members of LIPs in Partnership Council and for Work Groups

5	<p><b>Mapping local services:</b> The Partnership Council agreed that our inventory of programs and services are most useful in the existing excel format. It was agreed that our time would best be spent focusing on gathering the information of local community services and completing the inventory.</p>
6	<p><b>Service Coordination:</b> Mapping the employment services in the neighborhood:</p> <ul style="list-style-type: none"> <li>❖ seven BIAs and 2 employment services have been contacted to participate in the LIP program</li> <li>❖ plan to conduct a special meeting with all BIAs, employment services, TWIG to explore how best to support employment strategies and residents entering the labour market has been well received</li> <li>❖ contacted several church leaders in the area – Bethany Baptist Church, Calvary Church and Ethiopian Evangelical Church</li> <li>❖ suggested a possible partnership between Churches and community agencies to develop new programs (Churches have the space and knowledge of community, agencies have the knowledge of funders)</li> </ul> <p><i>To improve the labour market outcome Toronto East LIP initiated and presented an idea city wide meeting of all LIPs coordinators to discuss Labour Market Outcome for the LIP process. Toronto Workforce Innovations Group (formerly the Toronto Training Board) suggested convening this meeting to bring together all LIPs.</i></p>
<p><b>Activities for the month of May 2010</b></p> <p><b>5<sup>th</sup> Partnership Council meeting was held on May 11, 2010.</b> Main discussion was about <i>Coordination of Services</i>. How the services should be coordinated whether it should be generic services or to coordinate services in particular area or for a particular program. Should be there administrative services coordination i.e. common intake by agencies or common evaluation e.g. to look to a particular client group, outreach common material.</p> <p><b>All Work Group 2<sup>nd</sup> session for six activity streams has been held</b> <i>The first meeting of the work groups was on identifying all the issues and challenges related to newcomers. The purpose of the second meeting was to start identifying strategies for addressing these issues and challenges</i></p>	
1	<p><b>Research &amp; data analysis:</b> In order to report on immigrant populations in the community, available settlement services and the capacity of service providers staff team developing database on immigrants and related service planning. Information collected on detailed home language and place of birth for newcomers in the clusters, prepared newcomers occupation-tables for the clusters and started draft of service provider capacity survey.</p>

2	<b>Outreach:</b> Continuing to outreach to community partners to participate in one of the 6 workgroups and/or the Partnership Council and to enhance the service coordination between services provider's agencies in the area.
3	<p><b><u>Coordination of Services:</u></b></p> <p><b>Discussion about coordination of Services:</b> How the services should be coordinated whether it should be generic services or to coordinate services in particular area or for a particular program. LIP offer joint coordination of services.</p> <p><b>Child Care workgroup:</b> A separate workgroup has been developed to discuss the issue of child care and child minding in the Toronto East area. This workgroup will make recommendations on both licensed and unlicensed child care, including home child care and child minding. The Workgroup has been developed because Child care is the single most identified barrier to employment &amp; other services for newcomers. Without child care, parents cannot work nor can they attend LINC, ESL or any training courses. Partnership Council members felt strongly that an employment strategy must address child care issues. Meeting will be held in May and will be attended by WoodGreen Community services, South Asian Women's Right Organization (SAWRO), City of Toronto and East York East Toronto Family Resources.</p> <p><b>Meeting with BIAs &amp; Local employment services:</b> Toronto East LIP is hosting a meeting with all area Business Improvement Associations (BIAs). 9 BIAs and 4 local Employment services will meet to explore how we can support local employment for newcomers. The meeting will be held on May 27<sup>th</sup> at 815 Danforth Av., 3<sup>rd</sup> floor, room # 5 from 5.30pm to 7.30pm.</p>
4	<b>Mapping Local Services:</b> Toronto East Service Mapping package including information on categories of community agencies, children, families and caregiver services, social housing, health care, employment services, community space, informal community groups and networks, ethnic and community media outlets and other community resources was distributed to PC members. PC members reviewed, edited and/or added the information provided. Completion of mapping local services is in process two volunteers have been recruited to assist. A format for the project has been developed – it will include: a map showing the agency and contact information and table listing all the agencies and their services for each of the 18 service sectors.
5	<b>Community Forums:</b> Toronto East LIP is planning for Community Forums to obtain feedback and suggestions to our draft strategy. The forums are planned for the last 2 weeks of June
6	<b>Supporting other LIPs:</b> Toronto East LIP is assisting OCASI to create discussion board and posted information, resources in the website ( <a href="http://torontolips.ocasi.org">http://torontolips.ocasi.org</a> ) and encourage LIP staff to use the board to share information for all LIPs
7	<b>Websites (Toronto East LIP, OCASI Toronto LIP):</b> continued to update the Toronto East LIP blog to include all new documents – created new pages for each of the workgroups and uploaded all workgroup information, meetings and membership. Uploaded documents and information regarding the All –LIP Labour Market Meeting and the Toronto East LIP project to the OCASI

	discussion group for all Toronto LIPs to access.
<b>Activities for the month of June 2010</b>  <b>6<sup>th</sup> Partnership Council meeting was held on June 08, 2010.</b>  Partnership Council (PC) members were provided with updates on the Mapping Service Inventory, Meeting with BIAs, Child care workgroup meeting, Workgroup sessions on 6 activity streams, planning activity for Community Forums and Service Provider Survey.  The main discussion was about Coordination of Services: PC members were provided with a brief explanation of the types and labels of service coordination, and members were asked to complete an exercise to get some quick direction from the group on where to focus our deliberations relating to service coordination.  <b>All Work Groups 3<sup>rd</sup> and final session for six activity streams have been completed</b> All workgroups have identified the issues and challenges related to newcomers, categorized strategies and finally offered recommendations and potential activities for addressing these issues and challenges. Each activity stream held 3 work sessions to make recommendations for the proposed local settlement strategy.	
1	<b>Community Forums:</b> 8 Community Forums have been planned for consultation with newcomers through June & July. The purpose of these Community Forums is to obtain feedback and suggested adding to the draft strategy and recommendations offered by the workgroups.  4 Community Forums were held in June. Other Community Forums are planned for Riverdale East African Community association on July 05, Taylor Massey Neighbourhood (Crescent Town) on July 6 and Madinah Masjid (Mosque) on July 9. Discussions with the settlement worker at the Riverdale Library determined that a survey would yield a much better response than a community forum. The survey is for to consult with Chinese new immigrants.
2	<b>Research &amp; data analysis:</b> <b>Demographic report:</b> Initial research for demographic profile was completed and draft report has been prepared.  <b>Service Provider Survey:</b> The survey was developed to conduct immigrant services gap analysis in Toronto East as part of its overall plan to develop effective strategies to serve immigrants in Toronto East. The survey was composed of 23 questions aiming at collecting information on programs and services available to immigrants in Toronto East, the profile and number of immigrants using these services, barriers, strengths and agency capacities in serving immigrants, as well as existing service coordination among agencies in the area.
3	<b>Mapping Local Services:</b> Staff continues to work on the community map
4	<b>Service Provider Survey:</b> The survey was developed to conduct immigrant services gap analysis in Toronto East as part of its overall plan to develop effective strategies to serve immigrants in

	Toronto East. The survey was composed of 23 questions aiming at collecting information on programs and services available to immigrants in Toronto East, the profile and number of immigrants using these services, barriers, strengths and agency capacities in serving immigrants, as well as existing service coordination among agencies in the area.
5	<b>Discussion about coordination of Services:</b> Members were asked to complete an exercise on service/program coordination. A list of 16 functions was posted on the wall – under each was a chart that listed various levels of coordination from “awareness” to “consortium”. For each of the 16 functions, members were asked to place a red sticker in the chart to indicate the current level of coordination and a blue sticker in the chart to indicate the level they wish to be. Some observations:
6	<b>Outreach:</b> Toronto East LIP staff continued to attend the Taylor Masscy Crescent Town Neighbourhood Action Partnership Table. Outreach to informal community leaders, faith groups and existing partners is in progress for strengthening partnership and continued future coordination for information sharing and identifying other relevant needs of the neighbourhood. WoodGreen is also participating at the City of Toronto City wide LIP table as the local agency for Toronto East.
7	<b>Websites (Toronto East LIP, OCASI Toronto LIP):</b> Website has been updated to include the recent workgroup activities and any final documents, since April 13th – we have had 47 unique visitors and 115 visits.
<b>Activities for the month of July, 2010</b> <ul style="list-style-type: none"> <li>Partnership Council meetings have been cancelled for the month of July and August. Staff team bring together all Workgroup recommendations and circulate the proposed recommendations via e-mail. PC members have agreed to send their comments and concerns and are glad not to have meetings without a good reason.</li> <li>As a part of community consultation process 3 Community Forums were held in July</li> <li>Worked on final draft report</li> </ul>	
1	<b>Community Forums:</b> 3 Community Forums were held <ul style="list-style-type: none"> <li>First community forum was held at East View Community Centre with East African community on July 5, 2010 in the evening where around 16 newcomers as well as already settled community representative participated in the meeting. In attendee were International professional trained doctors, engineers and accountant. Most of the concerns raised were regarding access to information in local languages, getting employment in their field, Canadian experience barriers in employment, housing and pre arrival information about job market in Canada. All participants while sharing their settlement experience suggested recommendations for our strategy how to make the process easy for newcomer’s integration in Canada by giving pre-arrival information, air port information in local languages and finding housing.</li> <li>2nd community form was held at Taylor Massey Neighbhoruhood (Crescent Town) on July 6, 2010 where around 15 persons (newcomers and refugees) were in attendance. The issues</li> </ul>

	<p>raised were by newcomers were lack of information, employment and pre-arrival information. lack of coordination between service providers that suggested to be addressed by LIP. Refugees mainly complained about the long delay in responding by CIC to their requests for work license to work in their professional fields as the social assistance is not enough to cover their expenses. Similarly, access to education and training was considered by refugees a barriers as CIC is not granting permission and takes long time. Few refugees talked about the children education and information about kid's enrollment a barriers in temporary shelters and requested CIC to consider refugees children education. Both newcomers and refugees express their dissatisfaction for the LINC and ESL courses and asked the curriculum to be revises as they did not get enough to improve their English speaking skills. Suggestion was to have more conversation club as compared to existing teaching structure.</p> <ul style="list-style-type: none"> <li>• Third community form was held at Madina Masjid on July 9, 2010 where newcomers as well Masjid board representative participated. There were around 5 newcomers plus 3 board members. All newcomers present were not aware of the service provider's agencies, settlement information and how to enroll their kids in the school or aware of the criteria for getting health cards. Masjid President and Secretary informed that most newcomers access mosque for information and they trying to help them however, they admit that board does not have updated information neither they previously referred any clients to service providers agency. At the end of the meeting, board agreed to refer all those who are asking information will be referred to WoodGreen Community Services and said that they are already in the process of developing a long term partnership with WoodGreen that will automatically help newcomers.</li> </ul>
2	<p><b>Final draft report:</b></p> <ul style="list-style-type: none"> <li>• Prepare final draft report</li> <li>• Completing the workgroup recommendation</li> <li>• Completing the Toronto East Service Mapping Inventory</li> <li>• Formatting final draft version of documents</li> <li>• Draft report has been sent out to the PC member for their comments and suggested edits</li> <li>• Maintaining contact with work group and Partnership Council members for feedback on final draft report</li> </ul>
3	<p><b>Service provider survey:</b> The service gaps analysis was underway</p>
4	<p>LIP staff participated in DV LIP last Partnership Council meeting on July 7, 2010 where a finally strategy were presented and discussed prior to CIC submission. On July 21, 2010 LIP staff also participated other LIP partner i.e. South Scarborough LIP and its subcommittee for identifying the services needs of newcomers in their initial settlement process and what the agency can do to address their concerns of housing, food, information dissemination and health related concerns.</p>
5	<p>As part of informal networks and community leaders mapping for future partnership development as well as to identifying service gaps and training needs in the Toronto East catchment area, a</p>



	meeting was held with <i>Bangladeshi Taxi driving association</i> (Crescent Town) on July 9, 2010. LIP staff also met with <i>Danforth Community Services and Islamic Centre, Bengali Centre</i> and <i>Community Services and Bengali Welfare Association</i> . These informal groups agreed to coordinate in the flow of information process to newcomers in their settlement services by referring them to proper services like WoodGreen and express willingness for future partnership.
6	LIP staff also continued to attend Neighbourhood Action for Partnership employment workgroup where NAP table were briefly informed about the outcome of the community forums in the neighborhood with major concerns of employment and lack of Canadian experience.
<b>Activities for the month of August, 2010</b> <b>Main activities:</b> <ul style="list-style-type: none"> <li>• Prepare final draft report and has been submitted to CIC</li> <li>• Workgroup recommendations has been assembled and were emailed to members for feedback, comments and suggestions which were incorporated into the final report</li> <li>• Complete the Toronto East Service Mapping Inventory and has been printed 1<sup>st</sup> version for share and distribution to the partners and stakeholders</li> <li>• Maintain contact with work group and Partnership Council members to get feedback on final draft report</li> </ul>	
1	<b>Work on Final Report</b> <i>Review of Draft report:</i> LIP staff compiled all the different section of draft report i.e. assembling workgroup recommendations, community forums reports, demographic profile, and background information and shaped it as a first draft report. Draft report has been submitted to CIC on August 10 <sup>th</sup> . LIP team reviewed the draft version of the complete report and before sharing it with partners' agencies. All the comments, suggestion and recommendations received from partners were discussed by LIP team and incorporated in to the report.
2	<b>Community Service Inventory</b> Completed the community service inventory and formatted the inventory documents and community maps. The document has been printed as resource materials for LIP partners and services providers, who are providing service to the newcomers in the Toronto East.
3	<b>Outreach &amp; Coordination</b> <ul style="list-style-type: none"> <li>• Toronto East LIP as a part of NAP Employment and Volunteer workgroup table reviewed employability funding requests submitted by three different service providers' agencies to Taylor Massey Neighbourhood.</li> <li>• Maintain regular contacts with other LIPs and shared Toronto East LIP draft report with South Scarborough LIP, Southwest Scarborough LIP and with York South-Weston LIP.</li> </ul>
4	<b>Mapping Local Services</b>



	<ul style="list-style-type: none"> <li>• Completed the community service inventory</li> <li>• Facilitated work of volunteers who assisted in the collection and Verification of community service information</li> <li>• Formatted the inventory documents and community maps</li> <li>• Researched and identified a printer</li> <li>• Prepared document for print</li> </ul>
<b>Activities for the month of September, 2010</b> <b>Main Activities:</b> <ul style="list-style-type: none"> <li>• Incorporate feedback from Partnership Council members and Complete final report</li> <li>• Final report submit to CIC</li> <li>• Partnership Council meeting</li> <li>• Outreach to informal network</li> <li>• Attending others LIP and others service network</li> <li>• Action plan for next six month</li> </ul>	

## Toronto East Local Immigration Partnership

### Profile Partner Agencies

Agency and LIP Contact Person	Address and Contact Details	Service profile
<b>Access Alliance Multicultural Health and Community Services</b>  Ginny Santos Settlement Coordinator  <a href="mailto:gsantos@accessalliance.ca">gsantos@accessalliance.ca</a>	<b>East Office Address</b> 3040 Danforth Ave., Unit 6, Toronto, ON, M4C 1N2  416-693-8677 x239	Access Alliance Multicultural Health and Community Services offer the following programs and services across Toronto. <ul style="list-style-type: none"> <li>✓ <u>Community Health Programs</u></li> <li>✓ <u>Settlement Services</u></li> <li>✓ <u>Health Services</u></li> <li>✓ <u>Advocacy and Community Action</u></li> <li>✓ <u>Community Based Research</u></li> </ul> <a href="http://www.accessalliance.ca">www.accessalliance.ca</a>
<b>Action for Neighbourhood Change (ANC)</b>  Madhavi Reddy Project Manager <a href="mailto:mreddy@neighbourhoodlink.org">mreddy@neighbourhoodlink.org</a>  Mohammed A. Rahman Community Engagement Worker <a href="mailto:mrahman@neighbourhoodlink.org">mrahman@neighbourhoodlink.org</a>	102 Halesy Ave. Unit No. 8 Toronto, M4B 1A9  Ph: 416-752-8159 Cell: 416-898-2678 Fax: 416-752-9040	Action for Neighbourhood Change (ANC) is working with communities in Crescent Town, Teesdale, and Secord-Lumsden! ANC was started by the United Way and works with residents to build better communities. ANC goal is to tackle challenges like poverty, unemployment and isolation. ANC is a chance for residents to take control of their neighbourhoods and demand the changes they want to see.

Agency and LIP Contact Person	Address and Contact Details	Service profile
<p><b>Bangladeshi-Canadian Community Services</b></p> <p>Afsan Chowdhury Executive Director</p> <p><a href="mailto:achowdhury@bangladeshi.ca">achowdhury@bangladeshi.ca</a></p> <p>M Rahman <a href="mailto:mrahman@bangladeshi.ca">mrahman@bangladeshi.ca</a></p>	<p>2811 Danforth Avenue, Dawes Rd and Danforth Ave, Toronto, Ontario, M4C1M2</p> <p>416-699-4484</p>	<p>This is an ethno-specific settlement service provider agency that is open to all but focus on Bangladeshi community in the GTA. BCS provides settlement services for immigrants such as information and referral, crisis intervention for assaulted women, workshops and counseling on addressing domestic abuse and violence, individual, couple and family counseling, job search support including mentoring and information facilitation, youth counseling, organize workshops and focus group for action research on family issues, community/ social issues, employment, health etc.</p> <p><a href="http://www.bangladeshi.ca">www.bangladeshi.ca</a></p>
<p><b>City of Toronto</b></p> <p>Sherry Phillips Community Development Officer</p> <p><a href="mailto:sphilli@toronto.ca">sphilli@toronto.ca</a></p>	<p>City Hall 15th floor, East Tower 100 Queen Street West Toronto, Ontario M5H 2N2 <a href="mailto:sphilli@toronto.ca">sphilli@toronto.ca</a></p> <p>416-392-9048 416-892-3119 (cell)</p>	<p>The main purpose of the Neighbourhood Action Partnership (NAP) for Crescent Town Priority Neighborhood is to improve coordination between government offices, services provider's agencies and other stakeholders to share information and enhance services delivery to the resident of this priority neighbourhood.</p> <p>NAP table starting an employment workgroup for both youth and adults with a focus on newcomers.</p>
<p><b>City of Toronto</b></p> <p>Anne Fuentes Community Labor and Marketing Manager, Toronto Social Services</p> <p><a href="mailto:afuente@toronto.ca">afuente@toronto.ca</a></p>	<p>East York Social Services 1450 O'Connor Drive, Unit 33, Toronto</p> <p>416-392-3400 416-392-8631</p>	<p>This is a city of Toronto Employment &amp; Social Services division that provides income support, employment assistance and social supports to its clients from across Toronto. This office delivers a wide range of programs and services aimed at helping people find and keep work. This includes referring people to the supports they need that are provided in the community and by other level of governments</p>

Agency and LIP Contact Person	Address and Contact Details	Service profile
<b>Dixon Hall</b>  Kate Stark Executive Director  <a href="mailto:kate.stark@dixonhall.org">kate.stark@dixonhall.org</a>  Lynn Cullaton Director of Strategic Initiatives  <a href="mailto:lynn.cullaton@dixonhall.org">lynn.cullaton@dixonhall.org</a>	58 Sumach Street, Toronto, Ontario M5A 3J7  416-863-0499 x230  416-863-0499 x236	Multi-service agency providing programs including housing and homeless programs (shelters, out of the cold, access to housing, food and nutrition and health and wellness programs) neighbourhood programs (music school, summer day camp, after school programs, tax and legal clinics, seniors, youth leadership) seniors programs, (home support, mandarin outreach, supportive housing, friendly visiting, shopping support) employment services (learning centre, computer training, carpentry training, IT training for women, employment readiness for men, youth entrepreneurial development)  <a href="http://www.dixonhall.org">www.dixonhall.org</a>
<b>East York East Toronto Family Resources</b>  Michele Lupa Executive Director  <a href="mailto:michelelupa@eyetfrp.ca">michelelupa@eyetfrp.ca</a>	947 Queen St E, Toronto, M4M 1J9  416-686-3390 x9985	Multi-service agency providing Family Resource programs including: child care, parent drop ins, daycare, sexual health, pre and post natal programs, Housing Help Centre, professional development and resources for the housing sector in Toronto and province-wide. Provides support to newcomers in the Crescent Town area.  <a href="http://www.eyetfrp.ca">www.eyetfrp.ca</a>
<b>East End Community Health Centre (CHC)</b>  Aynur Gurbanova Clinical Director  <a href="mailto:agurbanova@eastendchc.on.ca">agurbanova@eastendchc.on.ca</a>	1619 Queen St. E Toronto, ON M4L 1G4  T. 416-778-5805 x219 F. 416-778-5810	East End Community Health Centre is committed to promoting health and wellness with the understanding that issues such as income, education, friendship and housing play a role in physical and mental health. With this in mind, they offer individual client services and group programs, and work with the community to make the neighbourhoods healthier places to live. Services include: medical services, counseling/psychotherapy, foot care, physiotherapy, nutrition, client support and community programs.  <a href="http://www.eastendchc.on.ca">www.eastendchc.on.ca</a>

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<b>Family Service Toronto (FST)</b>  <b>Kim Hinton</b> Manager, Community and Neighbourhood Development Unit <a href="mailto:kimhi@familyserVICEToronto.org">kimhi@familyserVICEToronto.org</a>  <b>Ellen Curtis</b> Crescent Town Youth Services Network Coordinator <a href="mailto:ellencu@familyserVICEToronto.org">ellencu@familyserVICEToronto.org</a>	747 Warden Avenue Scarborough, M1L 4A8  Ph: 416-586-9777 Ext. 425  Fax: 416-595-0242 Ext. 458	FST strengthen individuals, families and communities through counseling, education, social action, advocacy and community development
<b>Greenwood Secondary School and SOLE Alternative School</b>  Aiman Flahat Principal <a href="mailto:aiman.flahat@tdsb.on.ca">aiman.flahat@tdsb.on.ca</a>	24 Mountjoy Avenue Toronto, M4J1J6  416- 393-0744	Greenwood Secondary School help newcomer students between the ages of 13 and 21 to develop the four language skills in English essential to thriving in Canada, including listening, speaking, reading and writing. Greenwood Secondary School offer two different literacy enrichment academic programs (LEAP) for students with gaps in their education. One program is designed for students under 16 years of age and second program supports students over 16 years of age. Greenwood is home to specialized English as a second language (ESL) library filled with many resources that can help to learn English.  <a href="http://www.tdsb.on.ca">www.tdsb.on.ca</a>

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<p><b>Madina Masjid Toronto</b></p> <p>Ahmad Okadia Masjid Representative</p> <p><a href="mailto:ahmedokadia@gmail.com">ahmedokadia@gmail.com</a></p> <p>Irfan Desai Muslim Youth Representative</p> <p><a href="mailto:irfandesai@gmail.com">irfandesai@gmail.com</a></p>	<p>1015 Danforth Avenue Toronto, ON M4J 1M1</p> <p>416-465-7833</p> <p>416-834-7353</p>	<p>This is a faith based religious group working with all Muslim community groups in the target area providing informal settlement support and information with main focus on Muslim community. Other series are providing religious, cultural and social services.</p> <p>Provide settlement services for youth and seniors through small network of volunteers.</p> <p><a href="http://www.madinamasjid.ca">www.madinamasjid.ca</a></p>
<p><b>Mennonite New Life Centre of Toronto</b></p> <p>Mario Bianchi ISAP Program Manager</p> <p><a href="mailto:mbianchi@mnlct.org">mbianchi@mnlct.org</a></p>	<p>1774 Queen St East Toronto, ON M4L 1G7</p> <p>416-699-4527 x228</p>	<p>Services provided: Settlement for newcomers in general; Settlement services for Seniors and Youth; Settlement through the Theatre for Youth; Emotional Support Services; Art Therapy; Anger Management; domestic violence and post traumatic disorders); French classes with Daycare. Diverse types of counselling one on one and in Group Sessions</p> <p>Provide settlement for youth and seniors through theatre and support for internationally trained psychologists</p> <p><a href="http://www.mnlct.org">www.mnlct.org</a></p>

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<p><b>Neighbourhood Link Support Services</b></p> <p>Hermian Corbette Youth and Newcomer Department Manager <a href="mailto:hrcorbette@neighbourhoodlink.org">hrcorbette@neighbourhoodlink.org</a></p> <p>Bob McLellan PED Skills Facilitator <a href="mailto:BMcLellan@neighbourhoodlink.org">BMcLellan@neighbourhoodlink.org</a></p>	<p>3036 Danforth Ave, Toronto, ON, M4C 1N2</p> <p>416-691-7407</p>	<p>Neighbourhood Link Support Services is a multiservice agency that provides different types of services in the Toronto East neighbourhood. Some of the major services are:</p> <p><b>Employment services and the Resource Centre</b> – offers 10 day job search workshop for newcomers, <b>the general public and clients over 40 who are returning or entering the workforce</b> with labour market information, interview techniques, resumes, networking, job matching and coaching.</p> <p><b>Newcomer Services</b> provide programs that assist newcomers with settlement, integration and acculturation into Canada, reduce isolation and pre-employment skill development.</p> <p><b>Home support services, Homeless Initiatives</b> (outreach and support to persons who are homeless/marginally housed), <b>Housing</b> (supportive and non-supportive housing) <b>Seniors</b> (congregate dining, outreach to Chinese community, Wellness Centre, and adult day program for persons with Alzheimer Disease, adult day program for frail elderly)</p> <p><b>Youth Strategies and Services</b> (youth outreach, engagement, pre-employment skills for high risk youth as well as academic support, social and recreation services for newcomer youth) <a href="http://www.neighbourhoodlink.org">www.neighbourhoodlink.org</a></p>
<p><b>Newcomer Women's Services Toronto</b></p> <p>Maya Roy Executive Director <a href="mailto:md@newcomerwomen.org">md@newcomerwomen.org</a></p>	<p>745 Danforth Ave, Suite 401 Toronto, Ontario M4J 1L4</p> <p>416-469-0196</p>	<p>Provides settlement services including LINC programs, job search assistance, job counseling, information and referrals, opportunities for social networking</p> <p>Host University program in the community with Ryerson – partner with Beyond the Lyrics – youth group</p> <p><a href="http://www.newcomerwomen.org">www.newcomerwomen.org</a></p>

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<b>Riverdale East African Canadian Association</b>  Hilowle Mohammad  <a href="mailto:hilowle48@hotmail.com">hilowle48@hotmail.com</a>	c/o Eastview Community Centre  86 Blake Street, Toronto, Ontario M4J 3C9  416-466-3900 416-688-5687	Riverdale East-African Canadian Association is a non-profit community based organization established in 2007. The association is engaged in the provision of a wide range of services to Somali immigrants and refugees. These services are aimed at assisting Somali newcomers adjust to the new way of life in Canada. Through frequent seminars and workshops, the Association facilitates public awareness of the needs of the Somali community. It also provides to government and social service organizations information on Somali cultural and traditional values so that the service delivery is sensitive to the needs of Somali clients.  <a href="http://riverdaleafroassociation.com">riverdaleafroassociation.com</a>
<b>SEAS Centre</b>  Richard Lee Executive Director  <a href="mailto:richard@seascentre.org">richard@seascentre.org</a>	East Chinatown Centre 708 Gerrard St. E Toronto, ON M4M 1Y2  416-362-1375	SEAS Centre is mandated to promote individual well-being, enhance family harmony and encourage community involvement in all walks of life through diverse programs, volunteer opportunities and community activities. SEAS offers many programs including counseling (individual and family), information and referral, interpretation and translation, employment support, newcomer orientation, form filling, recreational activities, crisis intervention, parent support group, family resource centre and drop in, early years programs, senior programs including arts and crafts, singing, exercise, friendly visits and mental health workshops, youth programs including leadership training, life skills training and recreational activities. SEAS also has 3 Community Access Program (CAP) locations.  <a href="http://www.seascentre.org">www.seascentre.org</a>



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<p><b>Thornccliffe Neighbourhood Office (TNO)</b></p> <p>Jehad Aliweiwi Executive Director</p> <p><a href="mailto:jaliweiwi@thorncliffe.org">jaliweiwi@thorncliffe.org</a></p> <p>Ahmed Hussein Manager Settlement Services</p> <p><a href="mailto:ahussein@thorncliffe.org">ahussein@thorncliffe.org</a></p>	<p>18 Thornccliffe Park Drive Toronto, ON , M4H 1N7</p> <p>416-421-3054</p>	<p>TNO is a neighbourhood service provider agency operating in Thornccliffe Park, whose major clients are from South Asia, China, the Philippines and East Europe. TNO main services are:</p> <p><b>Settlement services</b> Employment and Job Search information, Housing applications and information, Health Care System, Employment/Volunteering/Training</p> <p><b>Youth Services, Child and Family programs</b> (Early Years Centres, education and support to parents and care providers with children birth-6 years, caregiver and child drop-in, early child development, school readiness), <b>Mental Health Program</b>(supportive counseling, information and referral), <b>Violence Against Women</b> (Counseling and crisis intervention, needs assessment and referral)</p> <p><a href="http://www.thorncliffe.org">www.thorncliffe.org</a></p>
<p><b>Toronto District School Board Continuing Education Dept</b></p> <p>Grainne O'Donnell Program Manager</p> <p><a href="mailto:grainne.odonnell@tdsb.on.ca">grainne.odonnell@tdsb.on.ca</a></p> <p>Kathy Simo ESL Program Officer</p> <p><a href="mailto:kathy.simo@tdsb.on.ca">kathy.simo@tdsb.on.ca</a></p>	<p>416-394-3094</p> <p>Jones Avenue Adult Centre 540 Jones Ave Toronto, ON M4 J 3G6</p> <p>416-393-9644</p>	<p>The Toronto District School Board offers a variety of English classes to Canadian citizens, permanent residents, convention refugees and refugee claimants. The program provides language instruction, orientation to the community and available services, and academic preparation for further education. Some of the classes available are: conversation; citizenship preparation; language proficiency test preparation; literacy, for those who may need to improve their reading and writing skills; and bilingual programs where English is taught with the help of the student's first language. Programs offered include: English as a Second Language Programs, Bilingual ESL Programs, Citizenship Preparation Programs, English for Business Skills/Computers, English for Special Needs Programs, English for TOEFL (Test of English as a Foreign Language)/TWE (Test of Written English)/Academic Purposes</p> <p><a href="http://www.tdsb.on.ca">www.tdsb.on.ca</a></p>

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<p><b>Warden Woods Community Centre</b></p> <p>Martin Kengo Local Immigration Partnership</p> <p><a href="mailto:martink@wardenwoods.com">martink@wardenwoods.com</a></p>	<p>74 Firvalley Court Scarborough, M1L 1N9</p> <p>416- 694 1138 x117</p>	<p>Warden Woods Community Centre is providing services with main focus on South West Scarborough (with some programs Scarborough-wide). Following are the services:-</p> <p><b>Children's programs</b> (social, recreational, and educational programs for children 6 to 13 years of age)</p> <p><b>Youth Services</b> (Informal counseling, advocacy, information, referrals, crisis intervention and life skills training for youth and their families)</p> <p>Programs &amp; Services for Older Adults (55+) and Adults with Disabilities (<b>These programs are specifically geared towards older adults (55+) and/or adults (18+) with disabilities.</b></p> <p><b>Homelessness Prevention for seniors</b></p> <p><b>Community Support Programs</b> (Educational Programs, Recreational Programs)</p> <p><b>Early Childhood Programs &amp; Services</b></p> <p><b>Conflict Resolution Services</b> (providing mediation, training, and other dispute resolution services to members of the Scarborough community)</p> <p><b>HIV/IDU Outreach Project</b> (A harm-reduction program designed to decrease the spread of HIV with particular focus on intravenous drug users)</p> <p><a href="http://www.wardenwoods.com">www.wardenwoods.com</a></p>

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<p><b>WoodGreen Community Services</b></p> <p>Maisie Lo Director Immigration Services, <a href="mailto:mlo@woodgreen.org">mlo@woodgreen.org</a></p>	<p>815 Danforth Ave, Toronto, ON M4J 1L2</p> <p>1491 Danforth Avenue Toronto, ON M4J 1N5</p> <p>416-645-6000</p>	<p>WoodGreen offers a variety of different services and programs at 23 different locations in the former city of Toronto. Immigrant services also offered at 14 satellite locations. Following are some of the services:</p> <p><b><u>Immigrant Services</u></b> (newcomer orientation, one-on-one counseling, English language programs, settlement and employment workshops, employment coaching, connection to employers, employment bridging program for internationally-trained professionals, certified Microsoft computer training, youth programs, self-help networks, a newcomer volunteer program, and social and recreational activities)</p> <p><b><u>Mentorship programs</u></b>, work with cultural groups – Chinese workers - work with young Muslim women leadership skills, financial literacy program</p> <p><b><u>Employment Services</u></b> (resume and cover letter writing, supporting clients as they prepare for job interviews, providing information on how to find the right job, networking opportunities with other job seekers, Workshops to enhance job search skills, specific series of workshops designed for new immigrants looking for work.</p> <p>Other WoodGreen services offered are:-</p> <ul style="list-style-type: none"> <li>• <u>Mental Health Services</u></li> <li>• <u>Homeward Bound Program</u> ,</li> <li>• <u>WoodGreen Housing</u>,</li> <li>• <u>Housing &amp; Homelessness Services</u> ,</li> <li>• <u>Child Care Services</u>,</li> <li>• <u>Seniors Services</u>,</li> <li>• <u>Developmental Services</u>,</li> <li>• Neighbourhood Programs</li> </ul> <p><a href="http://www.woodgreen.org">www.woodgreen.org</a></p>